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ABSTRACT

Designed for the staff of the Onondaga County Public Library (OCPL), this manual provides guidance for the provision of a variety of activities and services common to public libraries. Detailed procedures are included for specific activities organized under the broad headings of Collection, Registration, Circulation, Publicity, Interlibrary Loan, Business Operations, Facilities, and Services. Personnel matters are not covered. A table of contents is included for each section along with appendices, which include a total of 53 forms, instruction sheets, checklists, and other administrative information pertinent to the procedures described. In addition an index is provided for the entire manual. (KM)

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ONONDAGA COUNTY PUBLIC LIBRARY

PROCEDURE MANUAL

1987

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OCPL Procedure Manual

FOREWORD

The most apparent change in this revised edition is that of the format which has been produced to facilitate additions, deletions, or changes--all necessary to a vital organization such as OCPL. There are substantial differences also in the text, and all supervisors should review this manual carefully and bring to the attention of others those policies or procedures which are new.

The original manual carried a foreword, parts of which are worth remembering. They are quoted below:

Like most organizations and agencies, OCPL must establish procedures to ensure that its constituents are treated fairly and equitably. It is essential that such procedures be carried out uniformly throughout the branches, in the satellites, on the bookmobile, and at Central.

Rules are not made for the delight of administrators or staff; they are made for the benefit of the public. They are designed ultimately to safeguard public property entrusted to our care.

There is a saying that holds more than a hint of truth--"There's no rule that can't be broken." A variation to it is "There's never a rule but there's an exception." That's where *you* come in. Rules must be tempered with understanding. In most cases, no deviations will be requested or needed; whenever an extraordinary situation arises, the Head of Central or the Branch Librarian should use individual discretion. In a few rare instances, Administration may be contacted for a ruling.

OCPL exists to provide good public service. These procedures are like signposts to guide us in its delivery. Please read them carefully, discuss them with all members of the staff, and advise us of any comments or suggestions you may have.

To those entrusted with the responsibility for devising procedures, to those supervisors who served in a consultant capacity, to Sophie Balamut whose patience and perseverance in executing numerous changes never flagged, and, bove all, to the members of the Procedure Manual Revision Committee--Mary 'Hara, Katie Nicholson, Peggy Pavelski and Elizabeth Dailey--and to the hairperson Margaret L. Horner: my sincere thanks for a mammoth job well done.

obert P. Kinchen
irector

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100.0 — COLLECTION

.1 SELECTION

Materials selection is a professional responsibility to be executed in accord with policies outlined in the OCPL Materials Selection Policy statement. All professional staff should participate in the selection and maintenance of the collection, although delegation of this may take various forms; e.g. by Dewey number, by subject interests, by form.

01.0 GIFTS

Gifts of books, periodicals, phonorecords, unbound sheet music, audiovisual materials and other items useful to the library are added to the collection if deemed suitable in content and physical condition on the basis of the same criteria governing the purchase of library materials.

Whenever gift material is not suitable for library use, our policy is to offer to accept the gift provided that it may be resold or passed on to some other institution which might use it to greater advantage.

In any case, it should be made clear that the gift may be used in any of several ways, viz, at the unit, or some other branch or member library, or for any other purpose at the discretion of the library. Whenever a donor attaches special conditions to a gift, the donor should be referred to the Director. Formal acknowledgement of gifts (other than those for Local History) is made by Administration in behalf of staff and trustees. A card is sent in the case of a routine gift. Special letters are prepared to acknowledge gifts of unusual value or those involving special circumstances.

Individuals and groups should be encouraged to give money toward the purchase of library materials or equipment. Such donations may be made to honor individuals or to commemorate special events. The library also encourages bequests. All gifts of money should be submitted to the Business Office with a Gift Receipt Report.

Gifts in good physical condition either not wanted by or not authorized for use at that unit should be forwarded to the Central Library.

1. Gifts of unbound sheet music or musical scores should be carefully wrapped.
2. Gifts of pictures, framed or unframed, are generally to be discouraged and the donor referred to a museum. However, discretion should be used and framed art suitable for circulation or other pictures useful in the picture file may be accepted.
3. Gifts of phonorecords, if wanted, may be added to the collection of any branch or department authorized a record collection; those received elsewhere to be sent to Central. 78 RPM records should not be accepted.
4. Regardless of the unit to whom given, 16mm films and videocassettes are to be forwarded to Audiovisual Services.
5. Materials in Braille should be forwarded to Services for the Handicapped.
6. Rare or unusually valuable items should be forwarded to Technical Services for determination of worth. The Systems Coordinator will promptly notify the Director when rare or costly items are found.
7. Materials of local or regional interest should be forwarded to Local History.

Materials received as review copies from publishers or distributors will not be acknowledged as gifts. However, all such items should be brought to the attention of the Children's Services Consultant, the Collection Development Specialist, or the Head of Audiovisual Services who will determine proper disposition of materials.

101.1 ACKNOWLEDGEMENT OF GIFTS OF MATERIALS:

FOR GIFTS OF UNCERTAIN VALUE

The librarian will request donor's signature on Form #112-76, and will then sign the lower portion, tear it off and give it to the donor. (The library cannot assess the value of the gifts for income tax purposes. Donors may be advised to have such estimates done independently.) Such a transaction should be handled in a cordial manner.

GIFT ACKNOWLEDGEMENT FORM

I understand materials given to the Onondaga County Public Library become the property of that organization and I freely acknowledge the library's riqht to use or dispose of such materials at its discretion.

Date: 8/30/83

Donor's Name: John Fitzgerald

- -

Grateful acknowledgement is made for your gift to the Onondaga County Public Library on 8/30/83 (date)

# of items________

Librarian's Signature: Mary Astor

OCPL # 112-76

FOR FORMAL ACKNOWLEDGEMENT

Periodical subscriptions or gifts of substantial value (e.g. union presenting books on the labor movement, club giving slides of old Syracuse, any single item that exceeds $10 market value) should be entered on a Gift Receipt Report (Form #113-76) and forwarded to Assistant Director. (If patron so wishes, he may have a copy of the Gift Receipt Report being sent to Assistant Director.)

GIFT RECEIPT FORM

DONOR Dr. John Doe

ADDRESS 11 Lincoln Park Drive; Apt. 26

E. Syracuse 13057 TEL. 472-2001

GIFT 32 books and 7 records

REMARKS Dr. Doe is president of the E. Syracuse Rotary.

DATE 8/30/85 AGENCY Art & Music Dept.

On reverse, list significant titles to be acknowledged.

OCPL # 113-76

101.2 HANDLING GIFTS:

OCPL will pick up materials only under rare and unusual circumstances as authorized by the Director, Assistant Director or Head of the Central Library. All such arrangements will be made with the Business Office. Donors should be advised that they can drop materials off at their nearest branch or community library for delivery to any other designated library in the system. Alternate recipients may also be suggested. In all cases, whether or not the material can be accepted, donors should be thanked for "thinking of the library."

After materials have been delivered to the library, complete Gifts Fund Report Form #114-76 (see Appendix 1) and send it to the Director.

SORTING AND SELECTING GIFTS:

A. BOOKS

1. Those unsuitable for library use may be included with "Withdrawn B" or offered to Literacy Volunteers for their book sale. Call the Literacy Volunteers Office at 471-1300 to arrange pickup. Exclusions are textbooks and National Geographic.
2. If wanted at the unit to which donated; send with prepared order form to Technical Services for processing. Mark "RUSH--GIFT" in Call No. box.
3. Books suitable for library use and not needed at the place to which they were donated are marked "A" and sent to Gifts and Exchange according to the delivery schedule established by the Business Office. Central Library departments or their designated representatives, as well as all branch and member libraries, are urged to check this collection on a regular basis. Appointed times for Gifts and Exchange are in OCPL's Calendar of Events.

B. PERIODICAL SUBSCRIPTIONS

1. Acceptance of a gift subscription does not obligate the library to continue the subscription when the gift subscription is discontinued.
2. Any periodical indexed in Reader's Guide (or other standard periodical indexes) may be accepted.
3. Approved periodical gifts are to be displayed for use by the public as are other subscription periodicals.
4. Gift periodicals should be discarded after one year unless reference use requires special consideration. In such cases, the Head of Reference and Periodicals should be consulted.

Gift periodical subscriptions received in any unit either through the mail or from an individual or organization must be checked against OCPL holdings.

IF IN OTHER UNITS--

the Branch Librarian must decide whether it will be of sufficient interest to the community to warrant handling, display space, keeping back file.

If decision is to accept -

-holdings record should be prepared and kept as for all periodicals.
-memo should be sent to Asst. Director--Public Services containing name and address of donor and title of periodical. An acknowledgement will then be sent to donor and record of holdings to ILL.

If decision is to refuse -
-if anonymous gift, discard immediately.
-if direct gift of individual or organization, notify donor in writing, giving reason for refusal. Send copy of letter to Asst. Director--Public Services.

IF NOT ELSEWHERE IN OCPL--

Gift received at Central:
the Department to which subject matter belongs should review periodical and make determination.

Gift received at branches:
send periodical with any pertinent information about donor to Reference & Periodicals to make a determination on inclusion. Materials of local interest will also be reviewed by Local History and Genealogy.

GIFTS OF BACK RUNS OF PERIODICALS

1. Scholarly? Accept all issues offered.
2. Popular? Listed in Readers' Guide?
   Accept all but National Geographic. (see 4 below)
3. Pulp? Do not accept. If included in cartons, discard at source.
4. Unless needed to fill gap in holdings, all periodicals accepted should be sent to Gifts and Exchange.
5. When prospective donor asks what can be done with periodicals not accepted by the library, the following may be suggested:
   a) local troop of Girl or Boy Scouts
   b) Literacy Volunteers
   c) Economy Book Store
   d) Salvation Army
   e) scrap paper

C. ALL OTHER GIFT MATERIALS

1. Carefully wrap other materials received as gifts but inappropriate for use at unit to which donated (see above.)
2. Send materials via OCPL delivery to appropriate area (see above.)
3. For gifts of recordings where collections are authorized:
   a) If *wanted*, call Art & Music for appropriate catalog information. (If juvenile, call CCR.) Jacketing and labeling will be done at the unit.
   b) If *not wanted*, send to Gifts and Exchange.
4. On reverse of the Form #113-76 identify significant titles:
   List one items to be acknowledged by title, e.g.
   Guptill. - Norman Rockwell, Illustrator
   Metropolitan Opera recording of La Boheme

101.3 PROCESSING GIFTS TO CENTRAL

All gift books submitted to Central Library are directed to the Collection Development Librarian for decision and/or referral to the appropriate subject librarian. In cases of quantity donations, the materials are temporarily housed in the basement area and the Collection Development Librarian and the appropriate staff review them there. Any remaining will be sent to the Gifts and Exchange site.

101.4 PROCESSING GIFTS OF MONEY

When special conditions are attached to gifts of money, refer donor to the Director.

For routine gifts of money:
- Advise donor to make check payable to OCPL Trustees Gift Fund.
- Obtain sufficient information to complete Gifts Fund Report Form (#114-76).
- Send money and form immediately to Business Office.

When money is mailed to OCPL, the Business Office will complete Form #114-76 and send it to the Director whose secretary will mail acknowledgments to donors. The Assistant Director will notify appropriate department or branch, sending a bookplate to put in an appropriate new title of corresponding value.

If patron desires, he/she may receive a copy of the Gifts Fund Report Form which is to be forwarded to Administration.

A gift of cash received at the branch for services rendered by staff is accepted only with the understanding that it will be used for some library-related material or equipment. Such purchase must be approved by the Administration. Other monetary gifts are to be forwarded to the Business Office and are handled in the same manner as mail-in gifts.

101.5 PUBLIC RELATIONS

A record of donations is maintained in Community Services. Each month the IMPRINT lists names of donors and memorials. This does not include persons who clean out their attics or otherwise unload dozens of worthless items; rather, it is intended to encourage monetary gifts for which the librarian selects appropriate materials.

BOOKPLATES

Gift plates will be inserted in items of more than $10 in value according to donor specifications.

102.0 ORDERING MATERIALS

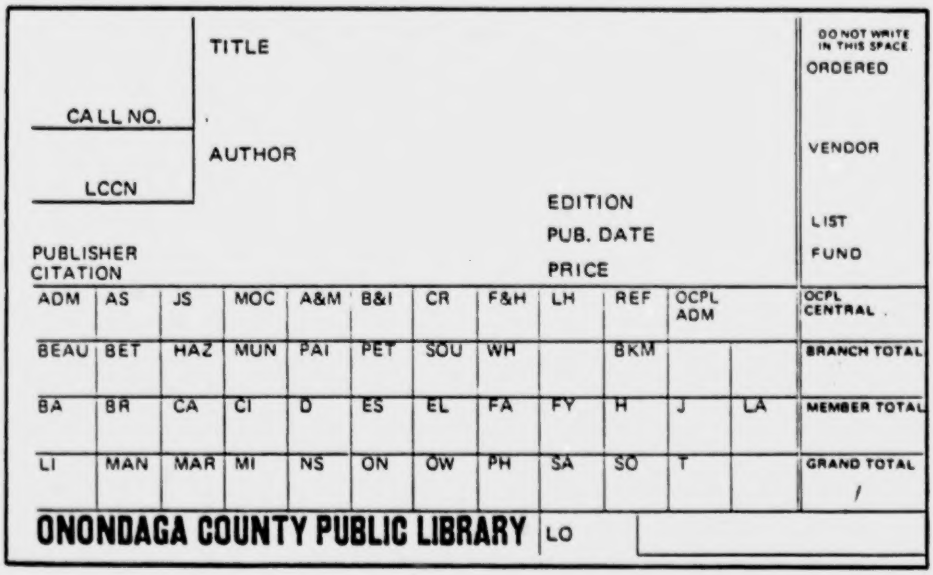
OCPL is a unit of county government and must follow established procedures for the acquisition of materials. Sales personnel should be made aware of this and should be referred to either Head of Central, the Head of Children's Services, or the Assistant Director, as appropriate.

102.1 ORDERING BOOKS

Hardbound and paperback books may be ordered from Bro-Dart (state contract vendor) in three ways:

1. Mail OCPL Selection Lists and/or order forms to:
   Bro-Dart Inc.
   1609 Memorial Ave.
   Williamsport, PA 17701
   Att: BOOK ORDER DEPARTMENT

   Bro-Dart needs only one copy of a list or order form. Separate orders into batches of adult and juvenile, hardbound and paperback. Rubber band each batch of order forms, clearly marking number of copies under library abbreviation and ordering library's name and account number.



CALL NO.
LCCN
TITLE
AUTHOR
PUBLISHER CITATION
EDITION
PUB. DATE
PRICE
DO NOT WRITE IN THIS SPACE.
ORDERED
VENDOR
LIST
FUND

ADM	AS	JS	MOC	A&M	B&I	CR	F&H	LH	REF	OCPL ADM		OCPL CENTRAL .
BEAU	BET	HAZ	MUN	PAI	PET	SOU	WH		BKM			BRANCH TOTAL
BA	BR	CA	CI	D	ES	EL	FA	FY	H	J	LA	MEMBER TOTAL
LI	MAN	MAR	MI	NS	ON	OW	PH	SA	SO	T		GRAND TOTAL /

ONONDAGA COUNTY PUBLIC LIBRARY LO

   Each library, branch and department has a Bro-Dart ship to account number. Use this number in all communications with Bro-Dart.

2. Bro-Dart Book Express (48 Hour Ship)

   Telephone 1-800-233-8715 for Bro-Dart 48-hour ship. Be prepared to give your library's ship to account number. Titles that cannot be confirmed when ordering may be back ordered.

   Since the books ordered in this way are not processed, it is best to use the service for additional copies of hardcover books or for paperbacks. The usual Bro-Dart discount of book prices applies .

3. On-Line Acquisition System (OLAS)

   First time users of OLAS must be approved by the Assistant Director.

4. Direct purchase from Onondaga News as approved by Administration.

102.2 ORDERING RECORDINGS

Although OCPL generally relies on "In the Groove" as a selection tool for new discs and cassettes, selection is not limited to items listed therein, which are mainly new releases. Any audio or video recording available through normal trade channels in the U.S. may be ordered and, if specified, given ANSCR classification.

Orders for items not included in "In the Groove" must include the producing company's name in full (label), prefix and catalog number for each item desired--and, of course, the format (LP, cassette, or compact disc).

Address orders to:

Professional Media Service Corp.
148 West Rosecrans Ave.
Gardena, CA 90249

Two copies of the monthly "In the Groove" are sent to each library. The order form is sent in duplicate to the Business Office, with one marked "For Label Orders" to be forwarded to Technical Services. The selector should retain a copy for *three* months.

Orders not filled are automatically cancelled in 90 days. PMSC sends cancellation notices.

Should a problem arise, contact PMSC by using the toll-free number: 1-800-223-PMSC.

102.3 DIRECT ORDERS

Titles not available through authorized jobbers must be ordered through the Business Office. (OCPL's multiple order form is recommended.)

County purchasing requirements mandate that Business Office obtain a written quotation for all materials that must be ordered direct. The quote form must be attached to the Purchase Requisition at the time it is submitted to the County Purchasing Department.

In order to reduce the order time for directs, the quote form will include a statement requiring the vendors to return it within 14 calendar days; second and third requests will not be sent.

OCPL order cards, for titles whose quote forms are not returned, will be returned to Central Control or the appropriate Branch marked "Cancelled -quote not returned."

Central Control will return the OCPL order cards to the Collection Development Librarian, who should only attempt to re-order items that are deemed absolutely essential. In these cases it may be advisable for the librarian to telephone the vendor to underscore the need to respond to our quote form or to request a written quote on company letterhead which must include the following information:

1. Title
2. Price/item
3. Amount due for postage and handling
4. The letter must be dated (quotes cannot be more than 30 days old when submitted to the County Purchasing Department) and must contain an official signature.

Branch librarians should handle returned order cards in the same manner as Central selectors.

102.4 STANDING ORDERS

Requests for standing orders are reviewed annually in August. These orders are first submitted to the Assistant Director, in the format suitable for transmission; i.e. typed with branch name and address, with Baker and Taylor standing order account number, titles to be added, giving cycle and start date, followed by titles to be eliminated. B & T supplies each branch and department with a printout of titles that will be received. Titles may be ordered so that they are received each year, every other year, every third year, or as published. Printouts should be checked as received and discrepancies be reported immediately to the Assistant Director, Public Services. In any communication related to B & T standing orders, it is important to identify the standing order account number. This procedure also applies to continuations from other sources--H.W. Wilson and/or Bernan's.

102.5 PERIODICAL SUBSCRIPTIONS

Requests for periodicals are reviewed annually in August. These orders are first submitted to the Assistant Director.

Each department and branch is sent a jobber invoice which will indicate those titles you should receive. For those doing manual check-in, it is a good idea to code the check-in card with the EBSCO title number for future reference.

The jobber supplies each branch and department with "Complaint-Adjustment Request" forms to be used for any subscription or issue problems. Technical Services automatically issues claims for Central and Administration.

Claim promptly, and retain in file "A Log Sheet on Periodical Adjustments".

In completing the Complaint Form, please note:

1. Address must be exactly as shown on the jobber invoice.
2. Account No. is always 67800-00.
3. Subscriber No. is the two letter or one letter number code which appears on the same line of the invoice as "send magazines to." For example Reference Dept. subscriber number is AZ.
4. To improve jobber and publisher performance, it is recommended that an X not be placed in the box to the right of Claim Number.
5. The "Title Number" is the nine digit number on the far left of the jobber invoice.
6. For type of claim, use the appropriate coding 1-12 as described on the form.
7. In case of duplicate copies, supply EBSCO with a photocopy of a mailing label for each subscription.
8. Claim Number indicates first, second or third time correction is being requested. (If the problem has been resolved at the time EBSCO's Claim Checker is received, no further action is necessary. However, if it is unresolved, a second or third claim should be initiated by noting such on the Claim Checker.) Specify as 01, 02 or 03.
9. Under "Comments" indicate specific problems.
10. Title is not really necessary but may be useful if there should be an error in title number.
11. Do not forget to date the form.

For all EBSCO correspondence, address
EBSCO Subscription Services
17-19 Washington Avenue
Tenafly, New Jersey 07670
The EBSCO Customer Service representative is Barbara Maione.

OCPL Reference Dept. receives a monthly EBSCO Customized Bulletin of Serials Changes. This alerts us to delivery problems and provides an expected date of correction. You may wish to consult that or to have Reference check a particular title for you.

102.6 PAMPHLET ORDERING FOR BRANCHES

Each branch has the responsibility of ordering pamphlets for all other branches; as follows:

Beauchamp	Blacks/Black Heritage; Civil Rights, NYS History including Syracuse & Onondaga County and Indians of Central New York.
Betts	Computers; Finances including Personal Finances; Investments; Health (Cancer, Heart, Disease); Physical Fitness.
Mundy	Hobbies (not crafts); Holidays; Home Improvement.
Paine	Child Abuse; Capital Punishment; Battered Women; Teenage Pregnancy; Social Security; Divorce.
Petit	Gardening; (Indoors, Outdoors, Flowers, Agriculture); Pregnancy; and Childbirth; Women; Education (External Degree, Adult Ed., Special Ed.)
Soule	Death and Dying; Crime including Prisons/Punishment; Special Diets; Mental Health.
White	Aging; NYS Travel; Sex Education (birth control, abortion, infertility, family planning, teen-age pregnancy); Occult (witchcraft); Housing (condominiums; housing rentals).

There is a special account for pamphlets. All quantity orders will be charged to this by coding the order "PAM." Orders for a title that costs less than $2.00 are eligible for tapping into this fund. Whenever possible, the use of free material is encouraged; however, it is not always possible to obtain more than a single free copy. If this is the case, do not hesitate to order unless, of course, the item cost exceeds $2. All orders $2.00 and over will be charged to the individual library's account. Individuals aware of such titles should prepare order slips and, when possible, display sample copy at Branch Librarians' meetings.

Libraries need not collect pamphlet material on every topic listed above. The ordering library should be informed if a branch determines not to set up (or to delete) a file on a particular topic.

After pamphlets are shipped to the branch responsible for placing the order, they should be checked in and subject headings should be assigned. They should then be forwarded through delivery to the various branches. Individual libraries are responsible for dating and property stamping.

General sources to be checked include:

Library Journal
Wilson Library Bulletin
U.S. Government Publications
Cornell University Extension Services
Vertical File Index
Information for Everyday Survival: What You Need and
  Where to Get It
Chambers of Commerce
Public Affairs Information Service
Free and Inexpensive Learning Materials
(Periodicals are also good sources of ordering information.)

Criteria for selection include:

1. Is it good? (factual, unbiased, current)
2. Does it complement the collection?

The objective of pamphlet ordering is to seek out good, low-cost materials to supplement book collections, not to accumulate materials in vertical files. Once acquired, use ingenuity and skill to put them in the hands of interested users. Princeton files placed in Dewey sequence on shelves may help to point up material. Such service can cultivate new friends for the library.

02.7 GOVERNMENT PRINTING OFFICE SUBJECT BIBLIOGRAPHIES

Government Printing Office Subject Bibliographies are highlighted in the Subject Bibliography Index, one of the most useful series received by OCPL's Federal depository program. The Subject Bibliography series lists, by subject, publications available from the Government Printing Office.

The materials may be obtained inexpensively and quickly. They provide excellent additions to book and pamphlet collections.

Full ordering information, title, stock number, GPO catalog number and price, is given in Subject Bibliography Index. When necessary, or to emphasize a particularly useful item, an annotation is provided.

To obtain a Subject Bibliography Index from the Reference Department, list (a maximum of three) subject bibliographies, supplying citation for bibliography number and subject.

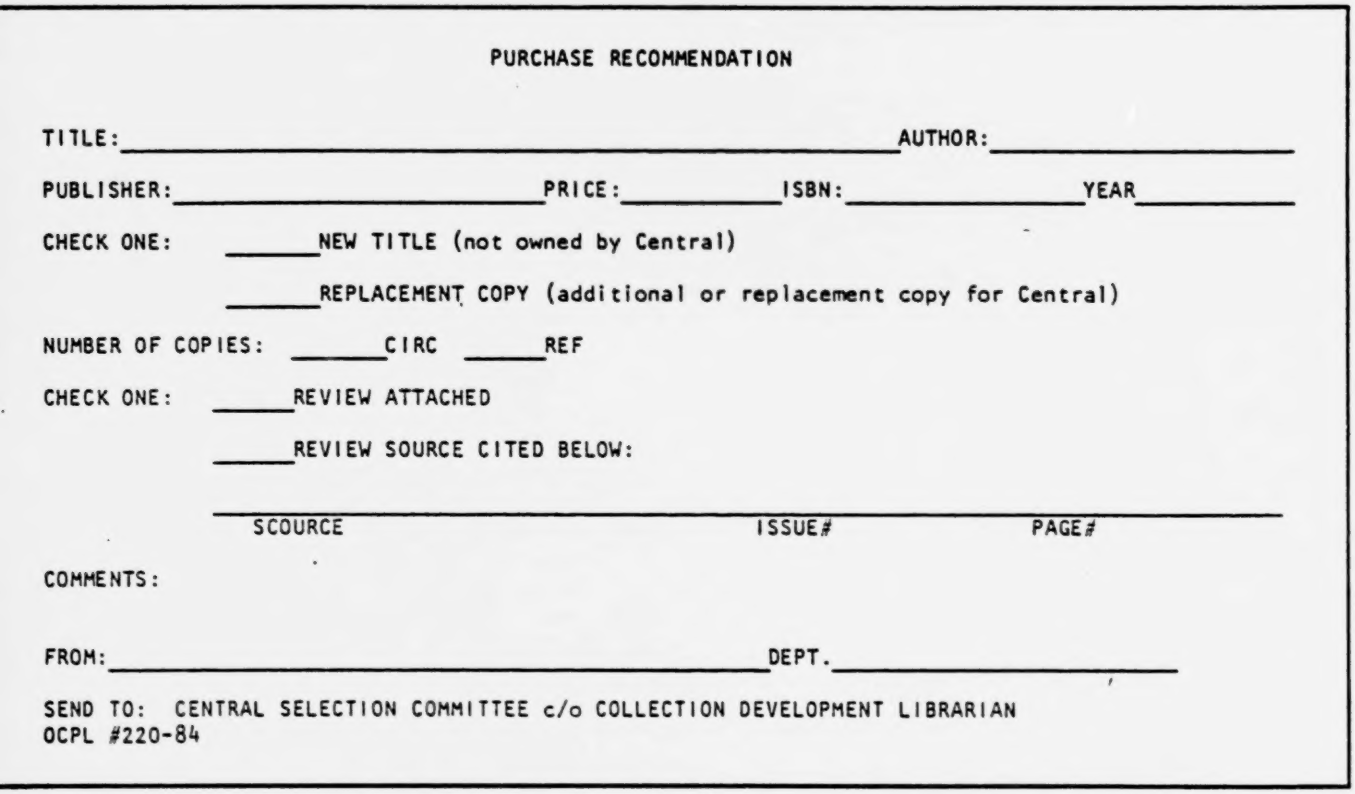
A duplicate, which need not be returned, will be provided.

Subject Bibliography Indexes are free from the Government Printing Office. Storage costs are the chief concern in maintaining a set.

03.0 PURCHASE RECOMMENDATIONS

Borrowers may make recommendations of titles for library purchase; however, the decision to order is that of the librarian.

All staff are invited to provide input on titles to be considered for purchase at the Central Library by its selection committee. Use Form #220-84. Branch and member librarians should consider submitting a purchase recommendation for titles wanted by their patrons that their own library has elected not to buy.



PURCHASE RECOMMENDATION

TITLE: ______________________________ AUTHOR: ______________

PUBLISHER: ______________ PRICE: ________ ISBN: __________ YEAR __________

CHECK ONE: ______NEW TITLE (not owned by Central)

______REPLACEMENT COPY (additional or replacement copy for Central)

NUMBER OF COPIES: ______CIRC ______REF

CHECK ONE: ______REVIEW ATTACHED

______REVIEW SOURCE CITED BELOW:

SCOURCE ______________ ISSUE# ______ PAGE# ______

COMMENTS:

FROM: ______________________________ DEPT. ______________

SEND TO: CENTRAL SELECTION COMMITTEE c/o COLLECTION DEVELOPMENT LIBRARIAN
OCPL #220-84

To facilitate consideration for purchase, enclose either the copy of a review or a review citation.

Comments helpful in decision-making are appreciated; i.e. "recommend paper edition;" "suggest consideration as standing order;" "author is speaking in Syracuse in January;" "title will be PBS series;" etc.

104.0 CANCELLATIONS

Bro-Dart sends cancellation notices monthly. Symbols indicate why materials were cancelled, e.g. MOD "must order direct"; OP "out of print." Since books are sometimes in transit when Bro-dart notices are sent, they may be held for one week before pulling slips from the "on order" file. If a decision is made not to reorder, withdraw the label via the terminal.

If a book has not arrived within six months after ordering, libraries should consider the book cancelled. The material may be reordered and the label held. If it is not reordered, withdraw the "on order" slip and via the terminal the label.

For Baker and Taylor:

If a book is returned or not received, send a copy of the invoice *and* a copy of the processing invoice to Baker and Taylor.

If requesting credit, send letter to the attention of Terry O'Donnell.

105.0 ORDER FILES

Files are maintained alphabetically by author or title. (Title is recommended for ease in checking patron requests about items on order and GIS title fiche).

Books and labels seldom arrive simultaneously. Label receipts are checked against the order file. If the label arrives before the book, it is clipped to the order form. If the book arrives first, the receipt date is stamped on the order form and the order slip is re-filed. The book may circulate on a temporary label. (See section on "Temporary Labels," 109.2.)

105.1 ON ORDER MORE THAN 1 YEAR

Through a special Gaylord-generated report, OCPL annually receives a printout, based on the GIS database of items on order for more than 1 year. (Included also are periodicals and "COM edit control number changes."

"COM edit control number changes" are detected by the control number appearing in the call number field.

To use the printout, follow the following steps:

I. Periodicals

1. Check periodical collection.
   If corresponding label number is found, return it via terminal. If no periodical is found, withdraw item number via terminal.

II. COM edit

1. Check collapsed control label file to make sure one label corresponds to each item number on the left of the printout.
2. Check all control numbers listed in call number column against items status for "stops". Declare missing any that have been in "stop" more than 1 month and mark printout accordingly. As soon as item appears, affix new label and return via terminal. If item is still missing at end of month, withdraw on the basis of printout information.
3. If label cannot be located (on the item or in the file), withdraw the item on the basis of printout information.

III. On Order

1. Check order file. If order is found, pull the order slip and the accompanying bar code label. If not found, check the shelf for the title.
2. Check the collection for the item and label, as appropriate, with permanent label. Return label on the terminal. Mark printout showing all found.
   (If printout lacks call number or includes "Ask Librarian," input call number on basis of spine label. Follow procedures for checking and/or inputting stat class and item code.)
3. If no item--i.e. item not received--give order and label to librarian to determine whether or not title should be reordered. If the decision is to reorder, keep the label and submit a new materials order, but do not request a label. If no reorder is to be placed, withdraw label.
4. If item is on a miscellaneous label and in any of the following categories, indicate a "Hold to ____(date)____" on the order slip as listed:

Missing	6 wks.
Lost	6 wks.
Held	6 wks.
Transferred	6 wks.
Due	3 mos.
Overdue	3 mos.

Refile order slip with colored tabs to indicate withdrawing at that interval if permanent label has not been matched to the item.

If status shows item already in any of the above categories, at or beyond the time limits specified, the label should be withdrawn

Check packing slip against shipment and then against invoice and, if correct, initial invoice to authorize payment.

Branches may retain the last copy of a book invoice, but must send all others to the Business Office. Central must send all copies.

Hardbound books and some paperbacks generally arrive cataloged and processed. Materials that require cataloging and/or processing should be sent to Technical Services.

DISCREPANCIES AND DAMAGES

a) For Bro-Dart:

If there is a discrepancy, complete the reverse side of the packing slip and mail it to the Acct. Service Representative or call--9-1-800-233-8467 at Bro-Dart. Do *not* send the book without permission.

Imperfect copies and damaged materials costing $25 or more need authorization for return. (Call Customer Service Dept.) Credit/return authorization, when granted, has three copies: a green one to be forwarded to the Business Office; a pink one to be inserted in the book(s) when returned; and a white one to be retained by the branch or department.

Any discrepancies or damages to books costing less than $25 may be noted on the invoice. OCPL will not have to pay for these, the Business Office will simply deduct from total invoice.

If a defect is noted or if damage occurs within six months of receipt, call Customer Service Dept. for permission to return. Enclose a copy of the invoice with a note to the Business Office, describing the nature of the problem. Credit will be given, since OCPL had previously paid for it.

All items to be returned should be transmitted through the OCPL Business Office.

Should problems persist or fail to be understood, call Bro-Dart Sales Dept. and leave a message for Bill Decker, Sales Representative, to call.

b) For Professional Media Services Corporation:

If there is a discrepancy or damaged item send a copy of the invoice with the problem noted on the reverse side to:

Professional Media Services Corporation
1448 W. Rosecrans Avenue
Gardena, CA 90249

Prior authorization to return is not necessary. An unordered or defective item should accompany the invoice.

If an item listed on the invoice has not been received, PMSC reorders the item automatically; if damaged or defective, PMSC replaces. Contact by using the toll-free number: 1-800-223-PMSC.

A library should deduct the cost of damaged or non-received items from the billing. When PMSC replaces the item, it rebills the library.

107.0 CALL NUMBERS

Except for Local History, OCPL's current practice in assigning call numbers for materials is to use the Dewey Classification System and to have *up to* 3 digits beyond the decimal. The Cutter is formed from the first three letters of the author's last name. Individual biographies have the letter "B" followed by the person about whom the book is written.

Some call numbers assigned prior to 1978 do not follow the above rule. Whenever Central is the only holding library for a particular title, its old call number has been allowed to stand. However, if another library, even a member, has a different call number, Central's is corrected to the newer version.

When appropriate, foreign language prefixes precede the classification; e.g.

ARA F (Arabic fiction)
FRE 398 CAN (French nonfiction)

Call numbers for juvenile foreign language materials have a J at the beginning; e.g.

J JPN F (Juvenile Japanese Fiction)
J SPA E (Juvenile Easy Book in Spanish)
J ITA 290 FIT (Juvenile Italian nonfiction)

Foreign language abbreviations most commonly used are:

ara	Arabic	jpn	Japanese (Use for related languages and dialects)
arm	Armenian		
cam	Cambodian	lav	Latvian
chi	Chinese	pol	Polish
cze	Czech	por	Portugese
dan	Danish	rum	Rumanian USE Romanian
dut	Dutch	rus	Russian
fin	Finnish	sla	Slavic (Other)
fre	French	spa	Spanish
ger	German	swe	Swedish
heb	Hebrew	tha	Thai
hun	Hungarian	ukr	Ukrainian
ind	Indonesian	vie	Vietnamese
ita	Italian	yid	Yiddish

When a call number on a bar-coded label differs from that on the spine of the book, the latter is generally the correct one and, therefore, the one to input. It is important to remember that Technical Services may have made an educated guess as to the proper call number when ordering its label; however, unless it is a matter of transposition of digits, the one on the spine is the preferred one. It could, of course, need updating due to a COM correction--as explained in paragraph 2 above--and if this is so, it is extremely important to affix the new label, read it in, adding statistical code and, as necessary, item and loan codes.

107.0 (Cont. 1)

Call numbers for recordings, cassettes (audio and video) and compact discs are based on the ANSCR system; as follows:

Popular	MA
Country	MC
Jazz	MJ
Folk (U.S.)	P
International	Q
Musicals, Movie Soundtracks	K,L
Classical	A-J
Comedy	S
Plays	T
Poetry	U
Prose, Speech	V
Documentaries	W
Instructional	X
Holiday	R
Sound Effects and Miscellaneous	Y
Children's Recordings	Z
Gospel	MG
Rock	MR

16mm films have an "acquisition number" in the call number field, preceded by a digit which codes reel size--which in most cases, corresponds to running time.

107.1 RE-CLASSIFICATION OF BOOKS

Occasionally a title cataloged by Bro-Dart appears with a classification number entirely different from an identical one currently in the collection or from another one in the same series. In general, retain the Bro-Dart cataloging.

If change seems necessary, put the first copy or the earlier edition in the same class as the recently received one. For further information or assistance, contact OCPL Cataloger: 473-2614.

8.0 STAMPING LIBRARY MATERIALS

Library materials must be clearly stamped with the owning library's name. For books, this generally means that the library name is stamped across the upper page edges, on the title page, and on one other designated page. In addition to the library name, materials are stamped above the book pocket with the NEW YORK STATE EDUCATION LAW stamp (see text below) and with the date of receipt of the item.

For recordings, library name is stamped on both call number labels and on the disc label.

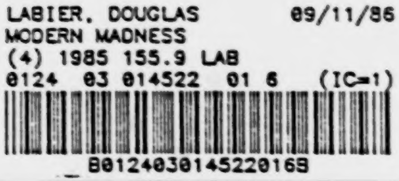
For magazines, stamp library name on the cover, on the C-pocket, and on a designated page.

Polaroid cameras have library name stencilled around the trade name.

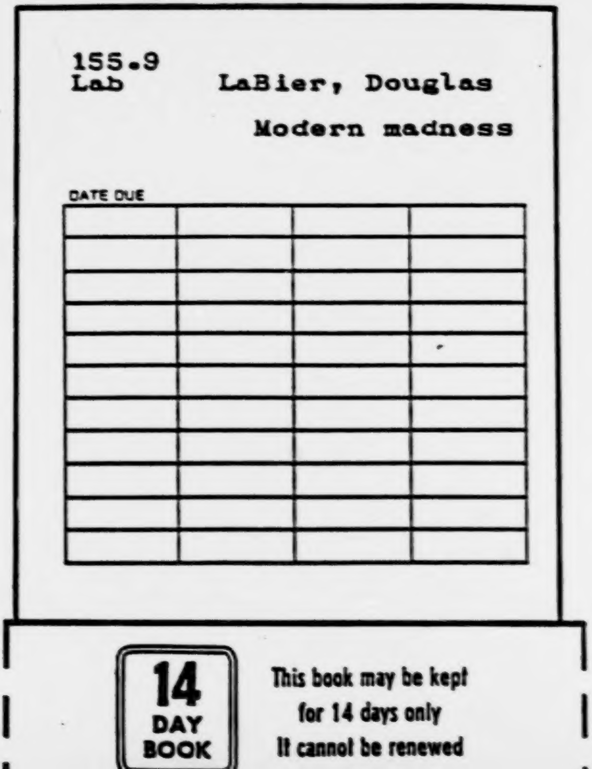
Cassettes carry a label identification on the carrying case; they should be stamped with the library's name on the cassette.

Framed art prints bear the library name on the pocket.

16 mm films have leaders and labels on the cans identifying them as OCPL property.



LABIER, DOUGLAS 09/11/86
MODERN MADNESS
(4) 1985 155.9 LAB
0124 03 014522 01 6 (IC=1)
B0124030145220168



155.9
Lab LaBier, Douglas
Modern madness

DATE DUE

14 DAY BOOK This book may be kept for 14 days only
It cannot be renewed

PROPERTY OF
ONONDAGA COUNTY PUBLIC LIBRARY

"Whoever wilfully detains any . . . property belonging to any public or incorporated library . . . for thirty days after notice in writing to return the same . . . shall be punished by a fine not less than one nor more than twenty-five dollars, or by imprisonment in jail not exceeding six months . . ."

N Y S Education Law
Section 265

09.0 BAR-CODED LABELS

The automated circulation system interacts with the collection by means of bar-coded labels.

For the procedures which follow we need to distinguish between *permanent* labels and temporary labels.

A. PERMANENT LABELS are bar-coded labels which represent the bibliographic information for one book, recording, kit, etc. There are two types of permanent labels. Some permanent labels include the call number of the item and some do not.

10/15/86
AVMP. AUDIO VIDEO M\ACE. 1984
(4) 1984 707 AUD
0124 03 075217 01 6 (IC=1)
B01240307521701 6B

B. TEMPORARY LABELS are bar-coded labels in general categories such as "paperback," "adult fiction," etc.

0124 90 241968 41 0 (IC=0)
12/20/85
* MISCELLANEOUS LABEL *
(2) PAPERBACK

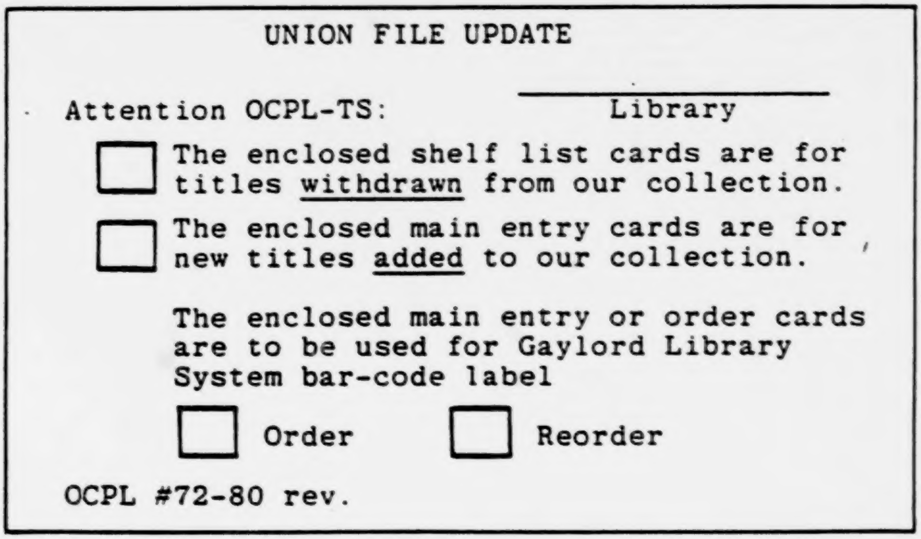
TEMPORARY LABELS are used for several purposes:

1. to allow materials to circulate before the permanent label arrives.
2. to circulate materials for which permanent labels are not produced, e.g.McNaughton. Generally, the "temporary" label is affixed permanently to these materials.
3. to circulate ephemeral materials; such as, pamphlets, pictures (from juvenile picture file), choral and sheet music do not have labels affixed to them.

9.1 ORDERING LABELS

A. PERMANENT LABELS

1. Permanent labels are generally ordered through Technical Services at the time orders are placed. Send the buff copy of your order form, showing your department or branch and the number of copies ordered. For materials ordered using a list--e.g. Juvenile Selection List; Adult Recordings--send one copy of the list to Technical Services. For direct orders, use multiple order forms and send requests to the Business Office who will refer them to Technical Services for label ordering.
2. Permanent labels for gift books may be requested from Technical Services by sending them the buff copy of the "order" form. Labels for items whose titles and editions appear as unique entries in the Gaylord Title Fiche, may be ordered directly through the terminal. See the Gaylord _Operator's Manual_ for instructions in using the Label Request function.
3. To replace a label which has been damaged, it is generally better to request a label with a sequential copy number, rather than a duplicate label.
4. When routing label orders to Technical Services, attach a Union File Update card (Form #72-80 rev.)



UNION FILE UPDATE

Attention OCPL-TS: ________ Library

☐ The enclosed shelf list cards are for titles _withdrawn_ from our collection.

☐ The enclosed main entry cards are for new titles _added_ to our collection.

The enclosed main entry or order cards are to be used for Gaylord Library System bar-code label

☐ Order ☐ Reorder

OCPL #72-80 rev.

B. TEMPORARY LABELS

Complete the Gaylord-provided order form for temporary labels:

- item code relates to fine structure per diem and the maximum
- loan code relates to loan period
- stat code relates to the subject and format of materials

9.1 (Cont. 1)

Some of the groupings most frequently used are:

Item Code	Loan Code	Stat Code	Character Description
1	D	11000	New Adult Books
1	C	11000	Adult Books or Adult Fiction or Adult Non-Fiction
1	C	21000	Juvenile Books
0	C	12000	Paperbacks
1	C	31000	Recordings (Disc)
0	D		Magazines
1	C	30258	Kits
2	C	35000	Art Prints
0	C	12305	Pictures
0	C	12309	Pamphlets
1	B	32000	Cassettes

Orders are due on the 15th of February, April, June, August, October, and December. Use GSD order form for Miscellaneous Item Labels. (See Appendix 2.)

109.2 RECEIPT OF LABELS

When received, bar-code labels should be checked for accuracy. If a label has a significant error withdraw it and clip it to a copy of the main entry card, if available, or a 3" x 5" blank card. Note the problem in the back of the card and send both the label and the card to Technical Services. Technical Services will return the label to you ASAP with a note indicating that the label may be used or that another label for the item is being ordered. If the label has been deemed useable remember to "return" it, thereby removing it from "withdrawn" status.

INPUTTING LABELS

A. PERMANENT LABELS

To input a permanent label which is imprinted with a correct call number RETURN the label by running the light pen over the bar-coded label in the RETURN function. Assign statistical code (see Appendix 4). If the loan code and item code are correct (see 109.3), the item is ready to circulate.

To input permanent labels for which the call number must be assigned, follow the steps listed below:

1. Type "L" "CR".
2. Use option B by typing "B" "CR".
3. Enter bar-coded label with the light pen.
4. Enter call number. (See Appendix 3)
5. Next, the terminal screen will request the STATISTICAL CODE. Assign statistical code for permanent labels with correctly entered call numbers, then "CR" without entering any information.
6. To complete the transaction, press "Y" for yes to indicate a correct record.
7. If the loan code and item code (see above) are correct, RETURN the label by running the light pen over it. The item is now ready to circulate.

B. TEMPORARY LABELS

1. Call up the label function by typing "L" "CR".
2. Use option B by typing "B" "CR".
3. Enter label with the light pen.
4. The terminal screen will now request the call number, allowing 31 spaces. Instead of the call number as described for permanent labels, these spaces are used to type in as much bibliographic information as possible. If the item were to appear on an overdue notice it could be identified by the information entered. An exact format does not need to be followed. Some examples are:

   J 636.8 FOX/WHAT IS YOUR CAT SA
   F/ZAROULIS/CALL THE DARKNESS LIGH
   B/RIZZUTO/SCHOOR/THE SCOOTER
5. The terminal screen will then request the STATISTICAL CODE. Input manually (see Appendix 4).
6. To complete the transaction, press "Y" for yes to indicate a correct record.
7. If loan code and item code are correct (see below), RETURN the label with the light pen. The item is ready to circulate.

109.21 PLACEMENT OF BAR-CODED LABELS

To ensure a good reading of the bar-coded label, place it immediately *above* the pocket of the book, whenever space so permits.

The label for a paperback should be placed in this same position. When space is at a premium, the label may be placed on the opposite page.

In the case of a tiny book (e.g. those by Beatrix Potter), place it on the area to be covered by the date due card.

'09.3 ASSIGNING LOAN PERIOD AND OVERDUE FINE STRUCTURE

A. LOAN CODE

The loan code assigned determines the loan period of an item. Some circumstances require the loan code for either temporary or permanent labels to be changed. For example, new fiction must be assigned the loan code that corresponds to a two week loan period. This change may be done in one of two ways.

1. Type "B" for Bulk Label function;
   Choose option "B" for loan code.

Select:

R for Restricted	(Used for reference microforms, System 80 kits, etc.)
B for 7 days	(Used for adult records, holiday books)
C for 21 days	(Used for adult and juvenile books)
D for 14 days	(Used for new fiction, etc.)

2. Or use the ITEM STATUS function;
   Choose option "A".
   Select loan code as above.

B. ITEM CODE

BE SURE TO CHECK THAT THE ITEM CODE IS CORRECT.

The item code assigned determines the fine structure, both the amount of the fine per day and the maximum fine. The item code may be changed for either a temporary or a permanent label in one of two ways:

1. Type "B" for Bulk Label function;
   Choose option "C" for item code:

Select:

0 - 5¢ per day, max. $1.00 (Used for paperbacks, pamphlets,etc.)
1 - 5¢ per day max. $2.00 (Used for hardcover books, recordings)
2 - 25¢ per day, max. $2.00 (Used for art prints, etc.)
3 - 50¢ per day, max. $25.00

2. Or, use the ITEM STATUS function;
   Choose option "B"
   Select Item Code as above.

109.4 REPLACEMENT (OR "COM") LABELS

Occasionally Technical Services will forward to branches or departments permanent labels that correct permanent labels previously produced. As shown below the incorrect control number is entered in its entirety into the call number field. In a few cases leading zeroes were dropped so that a more complete call number could be printed on the label.

```
GILBERT, MICHAEL J    08/06/86
A CRACK IN THE TEACUP
(7) 1967 FIRST ED 001237642 F
0124  03 013601  01 9   (IC=1)
        B012403013601019B
```

The new label should replace only the label having an item number containing the incorrect control number.

When the library material with the incorrect label is found, immediately withdraw the old label and replace it with the new label, inputting complete call number e.g. 343.55 MIE and stat code.

If the library material with the incorrect label is not on the shelf, check ITEM STATUS. Place a STOP on the items with incorrect control number. If your library no longer owns any item with the incorrect control number, withdraw the replacement label.

110.0 MENDING AND BINDING GUIDELINES

Determination of materials to be mended or bound rests with the Department Head or Branch Librarian in accord with the following guidelines.

Should the book be kept at all? Has it been superseded by other titles? Has its popularity waned? Are enough copies still in the library or will ILL arrangements suffice? Consider carefully before making the decision to mend or bind.

Both procedures are expensive--mending in terms of materials and staff time; binding in terms of actual cost of total operation. If materials warrant preservation, frequently the degree of damage will be the determining factor as to mending, rebinding, or replacing. If one page is torn, a simple mending operation will take care of it. Popular titles with weak spines may also be salvaged through mending. Extensive or complicated mending techniques are to be discouraged, however. The one exception to this might be an important and unobtainable book that has become worn and cannot be rebound. For example, local history, a biography of local significance, may already have been rebound and yet need further attention. Its paper may be so brittle that further rebinding is impossible. In such cases, careful mending is justified.

Mending, particularly at the branch level, is to be kept to a minimum.

Only local history materials and other items of intrinsic value are to be considered for binding. A rebinding is normally sturdier than the trade binding and, therefore, if hard wear is anticipated, more satisfactory. On the other hand, rebound books may be less inviting in appearance and inner margins so reduced that reading becomes difficult. In some cases the cost of the rebinding approaches the original cost of the book itself.

If books are dirty, if pages are marked, rebinding must not be considered. A new sturdier cover will not compensate for the inside. Children's books, subject to all sorts of hazards must, therefore, receive the careful consideration of the children's librarian under the direct supervision of the branch librarian.

Children's books may sometimes be purchased prebound. Since the original cost is higher, the added period of usefulness must be great enough to compensate for it. Inside pages frequently become torn and grimy fairly soon, so community habits, intensity of usage and age level of anticipated audience are all factors that will help determine whether or not to purchase prebound editions. Such acquisitions are made from regular book budget.

All volumes submitted for re-binding must be carefully evaluated according to the following guidelines:

> "When a book is in poor physical condition, the library is faced with decisions on two levels. The first is professional and has to do with the importance of the book to the collection. It involves determining whether the book should be kept at all: whether it has been superseded by other titles, whether its popularity has waned, whether there are enough copies still in the library, and whether its availability through interlibrary loan or cooperative arrangement will suffice.

"If the book is important enough to keep, the second decision--this time a technical one--needs to be made. Can and should the book be rebound, should it be mended, or should a new copy be ordered? In the early days of public libraries, when salaries were so low that many who worked in libraries were almost volunteers, the relative value of books and of staff time was markedly different from the situation today. It was then worthwhile to devote hours to the mending of books in order to preserve them, even when replacement copies could be purchased. Occasionally, a library still follows this practice, with questionable economy." [1]

[1] Sinclair, Dorothy, ADMINISTRATION OF THE SMALL PUBLIC LIBRARY. ALA. 1965.

110.1 BINDING

Once the decision has been made to send the volume to Bindery, check its physical condition:

Are there any missing or torn pages?
Is the paper yellow or brittle?
Are pages soiled? (text underlined, writing or scribbling therein, stains, etc.)
Is the inner margin so narrow that after rebinding the book will not sit flat when opened?

If the answer to *any* of those questions is "yes," then revoke the decision. Do not send the volume to the Bindery.

Although the Children's or Adult Services Librarian may recommend books for rebinding, the final decision on shipment rests with the Department Head or Branch Librarian.

Before packing books you are responsible for marking the title page and verso. Place single quotation marks around the title as it should appear on the cover and three short vertical lines under the last name of the author.

'Professional Interviewing'
Cal W. Downs

On the verso of the title page mark the call number as it should appear on the spine; for example:

158.3
DOW
|||

Transfer books to Bindery (Transfer Code - 60). Also request replacement label which, when received, should be added to a book pocket and set aside for placement in the bound volume. The computer will prepare a record of books transferred to Bindery; it will not be necessary to keep a manual one.

Books for the Bindery should be placed in boxes clearly marked:

BINDERY

FROM__________________BRANCH

or

FROM__________________DEPT.

When books are returned from the Bindery, records should be carefully checked. If any items are missing, please notify the Business Office.

111.0 SORTING MATERIALS

Daily sorting should take place as books are returned from circulation. Clerical staff should be trained to set aside any materials in poor condition--weak bindings, soiled or torn pages, etc. A member of the professional staff should determine whether the material is to be simply mended, rebound, withdrawn, or discarded.

Materials to be *withdrawn* include:

1. Duplicate copies of titles no longer needed.
2. Ephemeral titles which are no longer useful.
3. Shelf-sitters (those which have not circulated within the past three years).

The following guidelines pertain to branches *only*:

After two years: Statistical yearbooks, legislative manuals, directories (keep older editions for circulation, e.g., World Almanac); school and college catalogs; information about job opportunities; hotel and travel information, guidebooks.

After five years: career information; space, aviation, rockets and missiles; electronics, physics, biochemistry; medicine, drugs, diet; current social, economic, and political issues; fashion, sewing, house plans; how-to-do-its (techniques change); photography; sports; biographies of people once in the news but no longer of interest; atlases; fads and fancies.

After ten years: engineering, geology, nature, and mathematics; hobbies, games; travel (provided new material is included); teaching methods; child guidance; fiction best sellers of ephemeral value.

Encyclopedias and atlases (except historical) should be kept up-to-date by a program of rotation purchasing and no reference material of this nature should be more than five years old.

Materials *withdrawn* and useful in other agencies but not last copies should be marked "Withdrawn A" and sent to Gifts and Exchange site, according to the delivery schedule. Consider all last copies in good condition in this category. If not deemed useful within OCPL and its members, mark "Withdrawn B" to be considered for resale or disposal. Stamp "Withdrawn" on bar-coded label on "Withdrawn A" materials; use black marker to deface labels for "Withdrawn B."

112.0 WEEDING AND DISCARDING GUIDELINES

As one of twenty-two public library systems in New York State and an affiliate of the Central New York Library Resources Council, the Onondaga County Public Library is part of an extensive network by which we can attain materials from many types of libraries throughout the country (including the Library of Congress). The interrelatedness of informational resources means that no library is any longer a monolithic institution, and public libraries in particular should respond to the interests and needs of their clientele, depending on research libraries for specialized materials. As the Central Library in Onondaga County, OCPL has a responsibility to be a strong resource point for general information and to keep a vital attractive working collection. Branches are encouraged to assist in this function by forwarding for consideration little used materials of intrinsic value, but all units are warned against becoming warehouses.

Book collections in each department and branch should be kept up-to-date and attractive by the constant process of weeding obsolete, mutilated, shabby, soiled and unused materials. It is essential to maintain a weeding schedule which, under the supervision of the Department Head or Branch Librarian, assigns parts of the collection to each member of the professional staff. The librarian in charge of the unit has overall responsibility for the weeding as well as for replacement of materials.

Guidelines for weeding are set forth in "Small Libraries Pamphlet: No. 5." However, these are guidelines only and not entirely applicable to OCPL Central. A librarian who knows the community served and also knows books is of paramount importance. The judgment of the librarian must be the determining factor. The Field and Children's Services Consultants are available to provide training, but are not expected to weed collections on a systematic basis.

The librarian's judgment is particularly of value in assuring that materials are not being destroyed which may have use elsewhere. Information gained from weeding may also influence future purchases, especially when lack of use is evident. When the physical condition of a book which is used constantly is less than desirable, the possibility of replacement should be considered before the book is discarded.

Withdrawn materials, in acceptable condition, may be used in a variety of ways--the most important being transferring ownership to another OCPL unit or member library. Since it is imperative that the Central Library maintain a strong collection of materials on local history, all librarians should be extremely careful in the consideration of books and pamphlets related to Syracuse and Onondaga County, fiction and non-fiction, and particularly mindful of those written, illustrated, or published locally.

First editions, limited editions, autographed or other valuable or rare out-of-print books are to be sent to Technical Services immediately regardless of their physical condition. Label clearly T.S.: Valuable O.P.

Replaced editions of local city and suburban directories are sent to Local History. Label clearly--L.H.: Discarded Directory.

Prior to withdrawing, branches should check the item status of each title to determine if it may be the last copy at Central or in the branches. (Remember to check the title under *all* possible control numbers to verify *last* copy.) If last copy and adult, send to Head of Central; if last copy and juvenile, send to the Head of Children's Services. Label "Last Copy?" so that the material may be considered for retention. Send at least *three* weeks prior to the scheduled dates for Gifts and Exchange.

WEEDING

At regular intervals, the collection should be thoroughly weeded. In larger units, specific sections may be assigned to professional assistants under the supervision of the Collection Development Librarian and/or Unit Head or Branch Librarian. The collection should be checked shelf-by-shelf every four to six months, but at least once every year.

To realize the value of an investment in newspaper subscriptions, do not discard too soon.

Minimum retention period: weeklies--5 weeks; dailies--8 days.

Some branches arrange with Scouts for paper collection. This is not only good public relations but helps in resources conservation.

WITHDRAWALS

Although materials may be withdrawn via the terminal, they may also be reinstated simply by reading the label in with a light-pen. However, if the title has been withdrawn from the database, this procedure does nothing to restore it. There is, therefore, a likelihood of titles being back in collections without being in the OCPL database. For this reason, the procedures below should be followed:

"Withdrawn A" material, suitable (i.e. up-to-date and in good physical condition) for use in another library should be routed to the Gifts and Exchange site *at least two weeks* prior to the scheduled dates for Gifts and Exchange. After withdrawing, stamp withdrawn on the bar-coded label. Box the materials with a sheet of paper on top with the notations:

Withdrawn A
To Betts
From (e.g.) Petit

"Withdrawn B" material, no longer suitable for library use should be sent to Central. After withdrawing, completely remove the label. Box the material with a sheet of paper on top with the notation:

Withdrawn B
To Central
From (e.g.) Petit

Discarded magazines should be put out with the trash. Try to cover well or "bag" to make them less noticeable. If there are too many, fifty or more, send to Central as "Withdrawn B."

112.0 (Cont. 2)

Discarded newspapers may go out with the trash or be given to the Boy Scouts or similar organizations.

Discarded paperbacks should be treated as "Withdrawn A" or Withdrawn B."

113.0 SHELVING AND DISPLAYING

Except at times of extremely heavy use (i.e. class visit) the library collection should appear neat, attractive, and in order. In general, books in good condition in plastikleer covers stacked upright at the edges of the stacks are desirable. Whenever possible, shelves should be maintained 2/3 - 3/4 full, even if frequent shifting is necessitated. A good mix of popular and "sleepers" displayed face out at the ends of some shelves will help "sell" the collection. Pyramid displays and book "dumps" are also good possibilities.

Audio cassettes should not be stored on metal shelves, but should be kept in a secure area. Classification and ownership are indicated on each cassette. Empty cassette boxes are appropriately displayed for the public. Each cassette box is marked with classification, ownership, bar-code label, and pressure sensitive label for stamping date due.

Children's kits generally come in plastic cases which may stand or hang on display.

Periodicals (especially current issues in binders) should be attractively displayed face out, inasmuch as possible.

Newspapers pose special problems, but in every case should be neatly organized. A newspaper rack (with rods) helps maintain the appearance of good housekeeping; however, even without such, newspapers can always be folded and compact.

Pamphlets are frequently housed in vertical files. For increased visibility, many libraries now use Princeton files bringing them into the mainstream of the collection in the appropriate Dewey sequence. This may be done selectively or completely, but if vertical files are used it is incumbent on professionals to suggest them as an additional source for patron checking.

114.0 TRAVELING COLLECTIONS/BULK LOANS

Short term loans of material from Central's holdings are available upon request. These collections are best used to promote a special kind of service (e.g., framed art prints, recordings, large print), to test a patron market or to expand a featured display.

Contact the designated persons or department for each of the following:

Children's Books	Head, Children's Services
Adult Books	Field Consultant
Large Print	Fiction & Humanities
Framed Art Prints	Art & Music
Recordings	Art & Music
Foreign Language Books	Fiction & Humanities
Adult New Readers	Extension

Children's and adult books are supplied according to availability of material. Discuss with the designated person the kind of material, the number, and the loan period wanted.

Large print collections can contain up to 75 items and are sent for three months.

Framed art print collections contain 10-15 prints and are sent for six months. If desired, art print collections can be sent on a regular basis.

Record collections contain 25 items and are sent for three months.

Foreign language collections, on loan for three months, can vary in size (up to 50 items) and composition according to user interest.

Individual items are reassigned to a library and must be reassigned back to Central (24) before returning. Each bag for a collection contains two sheets of paper; one which routes it to the library and states loan period and another to be used by the library when returning the collections to Central.

Adult New Reader/English as a Second Language collections may contain up to 40 items. Use Form #252-86 (Appendix 8) to submit information about the specific interests and needs of users.

GIFTS FUND REPORT FORM

(Please complete carefully)

General Gift for: ______________________________
(Branch or Dept.)

AMOUNT/OR ITEM __________________ DATE __________

GIFT TO BE USED FOR ______________________

GIFT NOT RESTRICTED ________

Name of Donor ______________________________

Address ______________________________

Memorial/Honor Gifts for: ___________________________
(Branch or Dept.)

Name of donor ______________________________

Address ______________________________

City ___________________ Zip ____________

In memory of ______________________________

In honor of ______________________________

Please acknowledge gift to ______________________________

Address ______________________________

City ______________________ Zip _______________

Total tax deductible gift of $ __________

Gift is to be used for book(s) _____ /gift not restricted __________

OCPL #114-85 Rev.

APPENDIX 2

ORDER FORM FOR MISCELLANEOUS ITEM LABELS

Date: ______________________________

To: GIS - Joe Spiegel

Concerning: Label Order

For: System No.____________________ Library Code No.____________________

antity	Item Code (0,1,2,3)	Loan Period (B,C,D,R)	5-Digit Statistical Code (Optional)	Up to 30 Character Description (Optional)

IS A NEW ITEM LABEL REPORT TO BE PRINTED FOR THESE LABELS? ____________

PLEASE ALLOW SIX WEEKS FOR DELIVERY.

Signature: ______________________________

GIS DISTRIBUTION 6/10/85

APPENDIX 3

HOW TO CONSTRUCT CALL NUMBERS AND ENTER THEM INTO THE AUTOMATED CIRCULATION SYSTEM

To provide uniformity in entering call numbers for books into the automated circulation system, the formats described below should be used.

I. Adult items	
A. Partially-processed items	
1. Fiction	Enter: F
2. Non-fiction	OCPL policy does not provide for partially-processed non-fiction
B. Fully-processed items	
1. Fiction	
A. Mystery	Enter: F
B. Western	Enter: F
C. Science Fiction	Enter: F
D. All other fiction	Enter: F
2. Non-fiction	
a. Non-biography	
1. Circulating	Enter: the call number with a space between the classification number and the "Cutter" number, e.g.317.3 WOR 317.3 W69 917.474 NEW 917.474 N48
2. Reference	Enter: R followed by the call number as described in I.B.2.a.1. above, e.g. R317.3 WOR R317.3 W69 R917.474 NEW R917.474 N48
b. Biography	Enter: B followed by a space and the last name of the biographee
e.g.	B ROCKEFELLER B GETTY B HUGHES B R641

II. Juvenile items

All call numbers are preceded by a "J" and a space, e.g.

J R317.3 WOR
J 317.3 W69
J B GETTY
J B R641
J F
J E

III. Foreign Language items

All call numbers are preceded by the language abbreviation and a space, e.g.

J FRE R317.3 WOR
ITA R317.3 W69
J SPA R917.474 NEW
GER R917.474 N48
VIE R917.474 N48

The more often used foreign language abbreviations are those listed above,i.e.

FRE - French
GER - German
ITA - Italian
SPA - Spanish
VIE - Vietnamese

Technical Services maintains a list of abbreviations for all languages. Should an abbreviation be needed, please call.

IV. Special Collection: Adult New Reader Enter: ANR

V. Cutter Number

At times a full "Cutter" is not supplied by commercial book processors, e.g. 317.3 W. Since a full "Cutter" includes the first three letters of main entry, for the above title, the WORLD ALMANAC, the full "Cutter" would be 317.3 WOR.

If a three-character Cutter cannot be constructed from the main entry, "pad" the Cutter with the appropriate number of periods, eg.

Wu, Olivia GRAND WOK COOKBOOK

641.589 WU.

DO NOT GUESS AT A MAIN ENTRY. If not sure, call Technical Services for assistance.

HOW TO FIND THE STATISTICAL CODE

Statistical code and statistical class are interchangeable terms that refer to the 5 digit number which classifies an item as to subject and format. Gaylord's annual reports of the collection and its use during the year are based on the statistical code. Therefore, it is important that each item be assigned a statistical code. Note that Gaylord produces an annual report listing, by title, those materials for which a statistical code was not assigned. This "Undefined Items" report can be used to make the necessary corrections.

For those items with temporary labels, assign a statistical code using the Statistical Classes Notebook supplied by Technical Services.

1. Using the notebook find the code that corresponds to the call number and format of the item. For example, for a hardbound book with the call number 741 you will find _1167; for a paperback book with the call number 741 you will find _2167.

   Note that the charts in the notebook identify format as follows:

0	Undefined
1	Hardbound
2	Paperback
3	Microform
4	Large Print
5	Braille
6	Periodical
7,8,9	not currently used

2. The first digit of the statistical code is not supplied by the notebook. For *printed* materials the first digit of the code will be the number 1 for *adult* materials and the number 2 for *juvenile* materials.

Therefore to complete the example above:

an adult hardbound book with call number 741	11167
an adult paperback " " " " "	12167
a juvenile hardbound " " " " "	21167
a juvenile paperback " " " " "	22167

For *non-print* materials, the first digit of the statistical code is always 3. The second digit of the code is:

0	Not defined
1	Sound Recordings, disc
2	Sound Recordings, cassette
3	Videorecordings, disc
4	Videorecordings, cassette

APPENDIX 5

STATISTICAL CLASSES FOR PERIODICALS

America	16318
American Artist	16323
American Girl	16319
American Heritage	16325
American Home	16322
Antiques	16323
Antiques Journal	16323
Apartment Life	16323
Atlantic Monthly	16316
Audubon	16321
Aviation Week & Space Technology	16322
Best Sellers	16316
Better Homes & Gardens	16322
Book Digest	16316
Booklist	16316
Boys'Life	26316
Business Week	16322
Car & Driver	16319
Changing Times	16319
Child Life	26316
Children's Digest	26316
Children's Playcraft	26316
Children's Playmate	26316
Coins Magazine	16323
Commentary	16318
Commonweal	16316
Conservationist	16321
Consumer Reports & Buying Guide	16322
Consumers Research Magazine	16322
Cosmopolitan	16316
Creative Crafts	16323
Cricket Magazine	26136
Current History	16319
Ebony	16316
Ebony Junior	26316
Esquire	16316
Essence	16316
Family Health Magazine	16322
Fantasy & Science Fiction	16324
Farm Journal	16322
Field & Stream	16322
Forbes Magazine of Business & Finance	16319
Forthcoming Books	16316
Fortune	16322
Freedomways	16319
Glamour	16316
Good Housekeeping	16322
Gourmet	16322
Harper's Bazaar	16322
Harper's Magazine	16316
Headline Series	16319
High Fidelity w/Musical America	16323
Highlights for Children w/Index	26323
Hobbies	16323
Holiday	16325
Horn Book	16316
Hot Rod	16323
House Beautiful	16322
House & Garden Inc. Living for your Young Homemakers	16322
Humpty Dumpty's Magazine	26316
Ideals	16316
Jack & Jill	26316
Jet	16316
Kiplinger Washington Letter	16319
Ladies Home Journal	16316
Library Journal	16316
Mad	16324
Mademoiselle	16322
McCall's Magazine	16316
Model Airplane News	16322
Motor Trend	16319
MS	16319
National Geographic	16325
National Geographic World	16325
National Review Magazine	16319
National Wildlife Federation	16322
Natural History	16321
Negro History Bulletin	16325
New York Times Book Review	16316
New Yorker	16323
Newsweek	16319
Organic Gardening & Farming	16322
Outdoor Life	16323
Pack-o-Fun	16323
Parents' Magazine	16316
People	16316
Photoplay	16323
Plays	16323
Popular Mechanics	16322
Popular Photography	16323
Popular Science	16316
Psychology Today	16317

STATISTICAL CLASSES - cont.

Public Affairs Pamphlets	16319
Publishers Weekly	16322
Ranger Ricks Nature Magazine	26316
Reader's Digest	16316
Redbook	16316
Saturday Evening Post	16316
Saturday Review	16316
Science Digest	16322
Science News	16321
Scientific American	16322
Scott's Monthly Stamp Journal	16316
Sr. Scholastic - Teacher Ed.	16319
Seventeen Magazine	16316
Ski Magazine w/Ski Life	16323
Spinning Wheel	16323
Sports Illustrated	16323
Teen Magazine	16316
Tennis Illustrated	16323
Tennis Magazine	16323
Time - Domestic Ed.	16316
Today's Education	16319
Travel	16325
Travel/Holiday	16325
UNESCO Courier	16316
U.S. News & World Report	16316
Vogue	16316
Wall Street Journal	16316
Wee Wisdom	26316
Weewish Tree	26316
Womensports	16323
Wood Burning Quarterly	16322
Yankee	16316
Young Miss	26316
Young World	26316

APPENDIX 6

STATISTICAL CLASSES FOR PHONOGRAPH RECORDS

ANSCR CLASSIFICATION	DESCRIPTION	DISC ITEM STAT CODE	CASSETTE ITEM STAT CODE
A,C,D,E,F,H,I,J	CLASSICAL	31007	32007
B	OPERA	31018	32018
G	INSTRUMENTAL	31020	32020
K	MUSICAL SHOWS	31005	32005
KT R	KIT (DISC)	31258	NA
KT C	KIT (CASSETTE)	NA	32258
L	SOUNDTRACKS	31006	32006
MA	POPULAR	31001	32001
MC	COUNTRY	31002	32002
MJ	JAZZ	31003	32003
P,Q	FOLK	31004	32004
R	HOLIDAY	31014	32014
S	COMEDY	31008	32008
T	PLAYS	31009	32009
U	POETRY	31010	32010
V	PROSE	31011	32011
W	DOCUMENTARIES	31012	32012
X	INSTRUCTIONAL	31013	32013
Y	SOUND EFFECTS	31015	32015
ZI,ZM,ZS	CHILDREN'S RECORDINGS	31016	32016

Using Titles Fiche to Find Recordings

On the Fiche, older recordings (acquired prior to Summer 1981), are listed as REC/followed by the appropriate content category number; then, the last name of the performing artist or composer, followed by the recording title and call #.

Recordings are sub-divided into the following:

Content Category	
001	Popular (Incl. Rock, Blues, Band, Organ)
002	Country
003	Jazz
004	Folk (U.S.)
005	International Popular and Folk
006	Musicals, Movies, TV Shows
007	Classical (Incl. Instrumental and Vocal Collections)
008	Comedy, Humor
009	Plays
010	Poetry, Prose, Speeches
011	Documentaries, History
012	Instructional, How-To
013	Holiday, Christmas, etc.
014	Sound Effects and Miscellaneous
015	Children's Recordings
016	Religious, Hymns, Sacred
017	Opera

ADULT NEW READER COLLECTIONS

REQUEST FORM

______________ Date

______________ Library Requesting

Please circle as many as applicable; Basic Reading

English As a Second Language

Number of books requested 10 25 40

Number of patrons who will be using collection ______________

Please indicate the special interests of patron(s) ______________

____

____

If this collection is for an individual patron, please circle as many as applicable:

Male Female Teenager Adult

Agency or school (if applicable) ______________

ANR/ESL collection to be sent c/o: ______________
Staff Person

OCPL 252-86

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200.0 — REGISTRATION

200.1 PURPOSE

The registration procedure is designed to give patrons borrowing privileges as quickly as possible while at the same time, requiring adequate proof of name, address, and signature. One card, valid in all member and contracting libraries and through reciprocity with participating NYS libraries, is issued.

A library card may be issued to any child who can print or write his/her own name or any adult resident of Onondaga County who presents two forms of acceptable identification of name, address, and signature.

Library cards are issued free to all residents of New York State. Persons who are temporarily in the County from outside the State may qualify as "Non-residents." (See Section 204.0.)

Library cards are mailed to borrowers in an envelope bearing a "Do Not Forward" notation. One item may be borrowed at time of application.

200.2 EXPIRATION DATE

Most library cards and agency cards expire three years from month and year of issuance. Corporate cards are valid for two years, non-resident cards for three months.

A borrower's card may be renewed any time during the month of expiration.

See also "Expired" (207.0) for further detail.

200.3 PUBLIC RELATIONS

Since, in many cases, the registration desk is the point at which a patron receives his or her fundamental impression of the library, it is essential that each patron be questioned or instructed carefully and courteously. Enough verbal and printed information should be given so that new borrowers will feel comfortable and will become responsible library patrons. The NYS Law related to the detention of library property should be posted at the Circulation Desk. It is the responsibility of the registrar to present it to the borrower for his/her personal reading or in the case of foreign-born or visually handicapped users to read and explain it as clearly as possible. Minimum instructions include loan period, fine structure, lost card reporting, change of name and/or address, and universal borrowing. An introduction to the librarian is essential for children and recommended, when possible, for all patrons.

201.0 REGISTRATION PROCEDURE

Registrar should complete application form, printing in capitals with red ink, keeping in mind the following:

1. Request borrower's identification as outlined below.
2. There are ten spaces for the patron's first name and middle initial. If the first name is long, use 8 spaces for it, skip a space and use middle initial. Jr., Sr., and professional titles (Dr., Rev.) should always be used. Register married women with their own first names, not *Mrs.* with an initial or husband's first name, unless patron requests otherwise.
3. Abbreviate address if necessary, but use (street address or name of apartment complex), Apt.#, Bldg. #.
4. The name of the town or village is needed to determine patron's statistical class, so include that information on the address line or just below it.
5. Use dash in telephone number, i.e. 456-7891.
6. The expiration date is entered using five digits. For example, 01/87 or 10/87.
7. If certified as a microcomputer user, enter COMP on -OT # line. For persons originally registered at Onondaga Community College (65), the Social Security number on the Gaylord borrower files should be entered along with the letter "C" to indicate microcomputer validation.)
8. For every patron, check Gaylord borrower files for previously issued card(s). If none, affix the matching patron bar-coded labels to upper left of application form and to the back of the borrower card. If a card has been previously issued, so inform patron.
9. Registrar will not ask the age of any individual but will say--if a child, what grade are you in?; if a young person, are you over 18? (Please note that all minors--that is, persons not yet 18, are required to have a parent or guardian signature.)
10. Registrar makes sure both sides of application form are completed and initials application form on -OT # line. (The ST.C line for patron statistical class may be assigned after patron has left and before inputting information into computer files.)
11. Registrar enters expiration date on face of library card and compares data entered with proof of identity; then asks patron to check and sign both the application form and the library card.
12. If patron is a college student from out-of-town, have that patron give local address for front of application and list home address on back of application. (Proof of both addresses required.) Put the word TEMP on -OT #line.
13. In some cases, it may not be possible to obtain parental or guardian signature for a student under 18. If that is so, have student sign the application form and the name of the college or university on appropriate line, (on reverse of form), requesting that type of identification.
14. If patron does not object to naming employer, it may be helpful in tracing address at some later date. If patron objects, simply draw a line in blank space and proceed. If it is not applicable, write "N.A."

15. For blind or other patrons meeting NYS certification standards, a library card may be issued. "Issued by OCPL" will be written on applicant's signature line.
16. All application forms will be retained for verification of responsibility guarantee.

.1 INPUTTING REGISTRATION INFORMATION TO TERMINAL

The following guidelines will help ensure delivery of mail and uniformity of data on Gaylord borrower files, and may also reduce the possibility of duplicate cards being issued to the same individual:

- surnames with Mc or Mac: input as one word without any space
  e.g. McLaughlin
- compound surnames: use space
  e.g. Le Strange
- punctuation in surname: drop punctuation and substitute space
  e.g. O Hara
- nuns: input last name first; then Sr (for Sister), space and first name
  e.g. Collins, Sr Alice
- titles (Rev., Dr., Col., etc.): input last name, first name, then title without punctuation
  e.g. Collins, John Rev
- hereditary rank: input last name, first name, then Jr or Sr
  e.g. Jones, John Sr
- long first names: use no more than 8 spaces for first name, then leave a space, and input initial

201.2 IDENTIFICATION

The library must verify, without exception, the name, address, and signature of each person who asks for a library card (new, reregistered, replacement, transfer from juvenile to adult). A driver's license bearing the applicant's picture or a non-operator I.D. card* may be accepted as the sole form of I.D. If it does not have a picture, however, any two of the following forms of identification (one must include signature in addition to name & address) are needed for an adult card:

1. OCPL borrower's card expired within 3 months, if address is the same on current Gaylord borrower files
2. driver's license (learner, operator, or chauffeur)
3. automobile registration
4. charge plate or credit card, only if current address included
5. tax receipt
6. school or college identification card or bus pass with address
7. report card which includes current address
8. prescription bottle
9. any other business or governmental communication which in the judgment of the Department or Branch Head constitutes sufficient identification (e.g. Sheriff's I.D. card, draft card).

For a minor, the application form must bear the parent or guardian's signature.

Junior High and High School Students:

A student who wishes to register when parent or guardian is not present must have two forms of identification.

If a parent or guardian is present, his/her identification may be used with one of the items above.

Application form should bear parent or guardian signature; if parent or guardian is not present, the application should be sent home for signature.

---

*being issued by NYS Motor Vehicle Office for $6.50 plus two forms of identification, of which one must be proof of address. A birth certificate is required if the applicant is under 25 years of age.

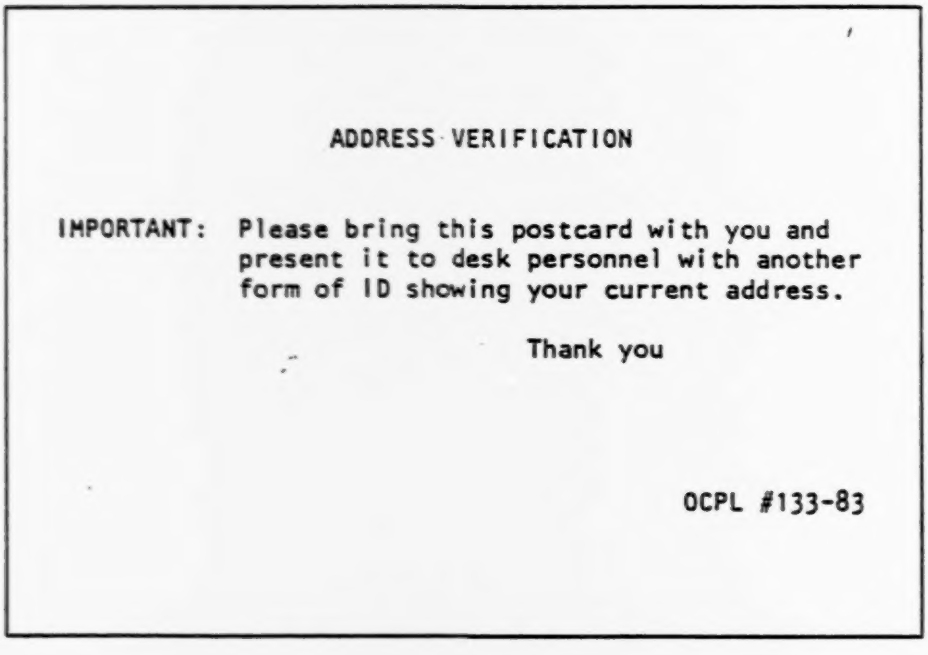
201.3 IDENTIFICATION POSTAL

If a patron does not have two forms of acceptable identification when registering for a library card, one verification of name, address, and signature may be obtained through the use of an Identification Postal which is mailed to the patron. See "IDENTIFICATION" Section for list of acceptable ID.

When sending an Identification Postal to be used in place of Step #1 in the registration procedure outlined on p. 1, follow the steps #1-4 below:

1. Have a supply of Identification Postals (see sample below) stamped with the library or branch return address, available at the circulation desk.
2. Request the patron to clearly write his or her name, address, and zip code on the address portion.
3. Before the patron leaves the library, *check for the patron's name and address on the Gaylord borrower files.* If no previous card has been issued or if address has been changed, route the postal to the Business Office to be mailed.
4. When the patron returns with the postal which has been received through the mail, the desk clerk may proceed with registration procedures. Once the signature on the identification postal has been compared with the signature on the library application, the postal should be discarded and the application interfiled in its proper numeric sequence. The borrower may then be given his/her library card.

To request IDENTIFICATION POSTALS, ask the Stock Room for Form #133-83.



ADDRESS VERIFICATION

IMPORTANT: Please bring this postcard with you and present it to desk personnel with another form of ID showing your current address.

Thank you

OCPL #133-83

.4 REGISTRATION NEEDS

Should a problem arise when issuing a card to a minor (or less frequently to an adult), the form shown below may be used as a means of transmitting a message to the parent or guardian.

IN ORDER TO RECEIVE A LIBRARY CARD, PLEASE BRING THE FOLLOWING:

____OVERDUE FINES ______________

____REPLACEMENT FEE ________________

____PARENT'S SIGNATURE ON APPLICATION

____FORM OF ID WITH CURRENT ADDRESS AND SIGNATURE

____FORM OF ID WITH CURRENT ADDRESS

____PROOF OF GRADE (REPORT CARD, NOTE FROM TEACHER)

____POSTAL ID

LIBRARY USE ONLY:
____not on fiche
____previous card(s)
#______________
#______________

OCPL 235-85

02.0 JUVENILE REGISTRATION

Children below the 7th grade require registration as outlined above. Keep in mind also the following:

a. The library must have the permission of a parent or guardian before it can issue a card to a child. If a child returns to the library to say that the guardian or parent has refused to sign, the children's librarian should contact the parent or guardian to explain library policy. If further steps need to be taken, contact the Head of Children's Services.

b. If parent or guardian is present, proof of identification should be requested before he/she signs the application form. If the parent or guardian is not present, the application form is sent home with the child for the authorized signature. The library card will not be issued until a responsibility guarantee is assured. Juvenile cards otherwise follow general procedures outlined above.

c. For a child who has a different last name than his/her parent, enter the child's last name on the Last Name Line; last name of parent residing at same address on the address line--e.g. 106 Butternut St. c/o Bunyan.

d. Make sure letter "J" appears in area to right of expiration date on both the application and the face of the library card.

INFORMATION FOR NEW JUVENILE REGISTRANTS

The staff member should state that the child

- will receive the card in the mail
- should contact this library (or branch) if the card is not received within two weeks
- should not allow anyone to use the card, including brothers and sisters
- must notify the library if the card is lost or stolen
- must report a change of name or address
- is responsible for all materials borrowed on the card
- must return books by the date due to avoid paying a fine

202.1 PROCEDURE FOR REGISTERING CHILDREN IN ANTICIPATION OF A CLASS VISIT

When planning a class visit to the library, supply each teacher with sufficient juvenile application forms and the following instructions:

1. Ascertain if child currently has a card in any public library in Onondaga County. If so, please instruct the child to bring the card when visiting the library.
2. Otherwise, in order to be issued a library card, the application form must be completed. Child signs ONLY signature line on the back of the application form. LIBRARY STAFF will complete the front of application form except for the signature line.
3. Front of application form must bear parent or guardian's *written* signature in ink. Address, telephone number, child's school name, and grade level must be filled in on back.
4. If possible, arrange for completed applications to be sent to the library 5 days prior to the scheduled class visit.

Note that the library will need an application signed by a parent or guardian for children who have never had a library card *and* for any child who has lost his/her library card and wishes to replace it.

Children whose application forms have been completed and signed may receive borrower cards and have full library privileges. .

Temporary borrowing privileges may be extended to children who forget to bring their cards to the library.

203.0 TRANSIENT REGISTRANTS

Persons living in hotels, motels, shelters, and/or other temporary housing must provide a $25.00 check deposit. An alternative to this is for the agency (e.g. Rescue Mission) to assume responsibility for materials borrowed in mini-collections loaned to the agency for a 3 month period.

A selected listing of addresses affected by the above procedure follows. (Note, the list is not inclusive. In case of doubt, contact Head of Central Circulation, 473-6792.)

120 Gifford Street	Rescue Mission 422-7221, pickup service
1029 Montgomery Street	Rescue Mission
7575 Warren St.	Salvation Army
714 North McBride St.	Salvation Army
238 Furman St.	Salvation Army
1105 S. State St.	Salvation Army
Vera House	--422-2271
200 West Jefferson St.	Dome Hotel
127 W. Fayette St.	Kirk Hotel
713 East Genesee St.	Executive Quarters
215 East Jefferson St.	Mizpah Tower
667 South Salina St.	Metro Motel
500 South Warren St.	Hotels at Syracuse Square
340 Montgomery St.	YMCA
121 Green St.	Brick House
125 Green St.	Brick House Annex
3606 James St.	Brick House
672 S. Salina St.	Benjamin Rush
801 S. Salina St.	Benjamin Rush Day Treatment Center
747 W. Onondaga St.	Group Home--BECA Guest House
960 Salt Springs Rd.	YWCA
610 Madison St.	Hutchings Psychiatric Center
618 Madison St.	Hutchings Psychiatric Center
625 Madison St.	Hutchings Psychiatric Center
645 Madison St.	Hutchings Psychiatric Center
670 Madison St.	Hutchings Psychiatric Center
520 Cedar St.	Hutchings Psychiatric Center
530 Cedar St.	Hutchings Psychiatric Center
550 Cedar St.	Hutchings Psychiatric Center
430 Irving Ave.	Hutchings Psychiatric Center

204.0 NON-RESIDENT CARD

Individuals who are temporarily residing in Onondaga County whose home addresses are out-of-state may obtain a borrower's card only at the Central Library under the following provisions:

> Deposit $25 by check (Business Office will retain uncashed if borrower is not in arrears for up to 6 months at the end of which it will be mailed to the borrower's Onondaga address.)
>
> Explain that charges for fines and/or lost and unreturned items will be deducted from the deposit, if borrower does not pay any such charges in cash.
>
> Prepare borrower's card *with 3 months' expiration date*. If extension needed, it may be granted providing borrower is in good standing. Entitles borrower to up to 3 items at a time, not including 16mm films.
>
> Obtain *home address with I.D.*, such as, driver's license. Use temporary address as computer input. Obtain, if possible, business or personal contact with telephone number. Proceed as for regular registration.

Notify Business Office if check needs to be cashed as remittance for "lost" materials. (This will need to be checked against borrower details; do not wait for "Long Overdue" report.)

Borrower may ask for refund when leaving city, but this should be mailed to his home address, about five weeks later so that OCPL is not liable for materials borrowed immediately prior to departure.

205.0 INSTITUTIONS AS BORROWERS

Institutions other than schools are eligible to apply for a corporate borrowers' card valid only at OCPL Central.

*Application must be on official letterhead stationery** and must state specifically those individuals to whom borrowing privileges may be extended. The institution in whose name the borrower's card is issued will be responsible for lost, overdue and/or damaged materials. Failure to adhere to library rules will cause forfeiture of borrowing privileges, and "stops" will be placed against institutions in a manner similar to that of individual users.

Institutional library cards remain on file at Central. Support letters designating individuals also must be retained.

Institutional library cards may be valid for two years. Should personnel changes ensue or privileges be withdrawn from any designated individual, it is the responsibility of the institution to so advise OCPL.

Schools are not eligible for institutional cards due to the potential number of individual users, but teachers are permitted to borrow Teachers' Packs as described in Section 302.0 (LOAN PERIODS AND REISSUE POLICY).

An exception to this rule is made in conjunction with the "Kits for Kids" program, but its use is limited to that project for designated teachers only.

---

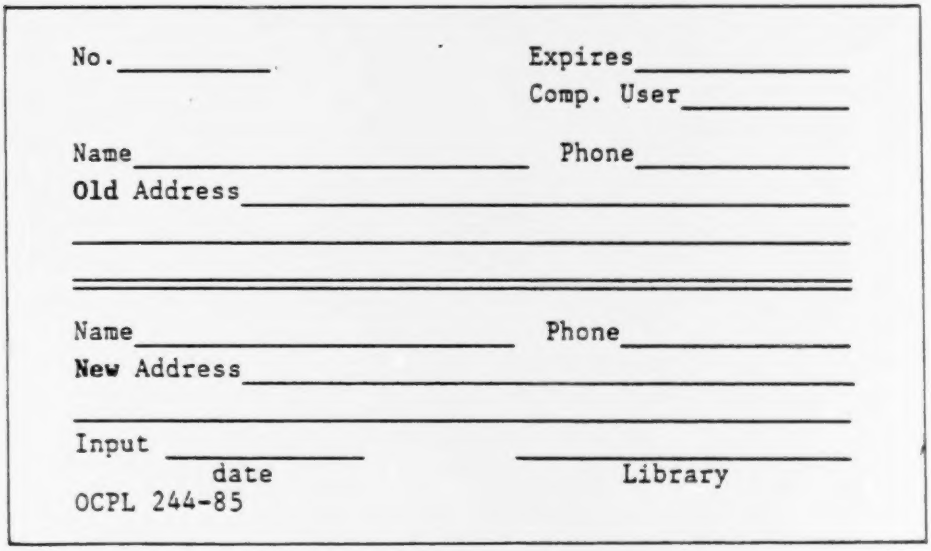
*Only the president, chief executive officer or someone whose name appears on the letterhead will be authorized to commit the institution.

06.0 CHANGE OF BORROWER INFORMATION

When a patron notifies the library of a change of name, address, or phone number the updated information may be accepted by telephone or in person. If the patron is present, verification of the new information is requested but is not required.

The library staff member recording the information should use the change of borrower information card (OCPL 244-85) and include the following information: library card # *and* expiration date; computer certified; name; old address; new address (with zip); and phone number.

This information should be input into the Gaylord System in a timely fashion. The change of borrower information card is filed with the borrower's application or is forwarded to the issuing automated library. Forward those for non-automated libraries to Central Circulation.



No.__________ Expires______________
Comp. User___________

Name__________________________ Phone______________
Old Address____
____

Name__________________________ Phone______________
New Address____
____

Input ______________ ______________________
date Library
OCPL 244-85

207.0 REISSUING CARDS

LOST OR STOLEN

Cards reported lost or stolen should be immediately invalidated (i.e. remove borrower) whenever there are no holdings. Issue a new card.

If holdings appear, place a "stop" on the old card, file it or its corresponding application form for a period not to exceed six weeks, and immediately issue a new card.

The file of "old cards" should be maintained sequentially and checked weekly.

Applications for replacement cards for minors will include parent or guardian's signature. The staff member should tell the patron that, if the lost library card is found, it should be destroyed. (OCC has a 30-day waiting period during which time a temporary card with the old borrower number is used. This is honored only at OCC, where the lost/stolen card is "stopped.")

A replacement card will be mailed to the patron.

DAMAGED CARDS

If card is badly damaged, destroy the library card in the presence of the patron. Ask for an additional form of identification, have applicant sign a new application form, and invalidate old card number providing there are no holdings. If data is unchanged, the borrower may be given the new library card and have usual borrowing privileges.

If any change in data input is required, proceed as for a new application.

EXPIRED CARDS

A borrower whose card has expired may use that card once; however, the second time the terminal will show "Card expired." Re-registration should take place at the time the message appears and the appropriate steps should be taken to invalidate the card. It is nevertheless theoretically possible for that card to be "live" indefinitely unless invalidated. Re-registration follows the procedure outlined above, except that the expired card may be used as one of the forms of identification providing the information on the borrower record is current.

To invalidate the expired card, go into "Borrower Input" and select "C" option.

A borrower's card may be renewed any time during the month of expiration.

The borrower may immediately be given the new library card, providing there is no delinquency and card has been expired for less than 3 months.

If the total fine is less than $3.00 *and* incurred prior to January 1, 1983 or under $2.00 if incurred in 1984 or 1985, the overdue may be waived. In 1987 and thereafter, the same principle will apply lowering the total fine to "less than $1.00" (the stop point on the computer) and maintaining one year prior acceptance. Maximum waive is only on *fines*, not on "lost books" or other items, and may not exceed $3.00.

If the card has been expired three months or more, the patron should be treated as a NEW borrower; that is, the card will be sent in the mail and there is a one item limitation at the time of registration.

207.0 (cont. 1)

TEMPORARY BORROWING PRIVILEGES

A patron who has left his or her library card at home may borrow two adult or four children's books if he or she has acceptable identification.

208.0 BORROWER CARD FOUND IN LIBRARY PROPERTY

Should a borrower card be found in the library or in materials returned through delivery, the library clerk should first check to see that it has not been invalidated. If it is still valid, it should be mailed to the patron with a card "Found at the library. Please keep in secure place."

If it is no longer valid, destroy the card.

Prompt action in mailing card is necessary to eliminate the possibility of a duplicate being issued.

Mail card in OCPL "DO NOT FORWARD" envelope.

209.0 RECIPROCAL BORROWING

Since 1976, OCPL has agreed to honor library cards issued by other public libraries within the State. Unless the patron objects, an OCPL bar-code may be affixed to the back of his/her library card. If he/she objects to that procedure, indicate the necessity of asking for a temporary card on each visit to OCPL.

Besides affixing the bar-code label, it is essential to complete application form and input data into the computer in the usual manner. OCPL expiration date should be the same as the library card presented.

210.0 STOPS ON BORROWERS

See the Gaylord Library Systems Circulation Control System Operator's Manual for instructions relating to placing and removing Stops from the computer files.

With the Gaylord System, there are two different types of stops that may be placed on borrowers:

1. One, automatically placed by the computer whenever overdue fines reach $1.00 or when there is a long overdue item(s).
2. The other, placed by a library for damages to materials, invalid address or for some other reason.

Reason codes used in connection with borrower stops are, as follows:

D. LOST/STOLEN CARD
E. BORROWER INFORMATION REQUESTED
J. DUPLICATE CARD
O. FINES/OVERDUES ON ANOTHER CARD

If the total fine is less than $3.00 *and* incurred prior to January 1, 1983 or under $2.00 if incurred in 1984 or 1985, the overdue may be waived. In 1987 and thereafter, the same principle will apply lowering the total fine to "less than $1.00" (the stop point on the computer) and maintaining one year prior acceptance. Maximum waive is only on *fines*, not on "lost books" or other items, and may not exceed $3.00.

When "borrower information requested" appears on the screen, every effort should be made to elicit complete information on current address, phone number, etc. Gaylord borrower files, including the supplement, should be consulted.

STOPPED BORROWERS -- DISPUTED I.D.

Occasionally a patron requests a new or replacement card claiming not to be the borrower (with the same name, at the same or different address) who has been stopped.

In such case, follow the prescribed procedure permitting the borrowing of only one item; then, send both application forms to Central Circulation for signature check. If the card is not to be issued, Central will return the form with the notation "Stopped borrower" clearly stamped on its face.

When patron appears at a library other than the original issuing one, both application forms should be submitted. The library issuing the one for re-registration should telephone the original issuer requesting the old application form be sent there; the two are forwarded to Central Circulation with a note asking for a check on signatures.

211.0 BORROWER CARD

Borrower's cards are embossed with the library number plus the last five digits of the patron label. Each library receives embossed borrower cards and sheets of bar-coded patron labels. A supply of cards should be matched with the corresponding patron label and be kept clipped together in a secure place at the registration desk.

BAR-CODED LABELS/EMBOSSED NUMBERS

01 24 089257 1 7	01 24 089257 1 7
affixed to application form	affixed to back of library card

Embossed Number: Local Library + last five digits of Bar-Coded Patron I.D. label

BORROWERS' CARDS -- ORDERING

Anticipate needs for Borrowers' Cards 3-4 months in advance. Let the Business Office (473-2702) know how many to order at least 3 months prior to anticipated use. When ordering additional cards, be sure to give the full number as it appears on the *label* of the last card that will be used from present stock.

All borrower bar-coded label orders are due to Gaylord on the last day of the quarter--January, April, July and October. In order to meet these deadlines, submit orders to the Business Office by the 15th day of the month indicated for quarterly deadlines.

Be specific in ordering borrowers' cards *and* labels.

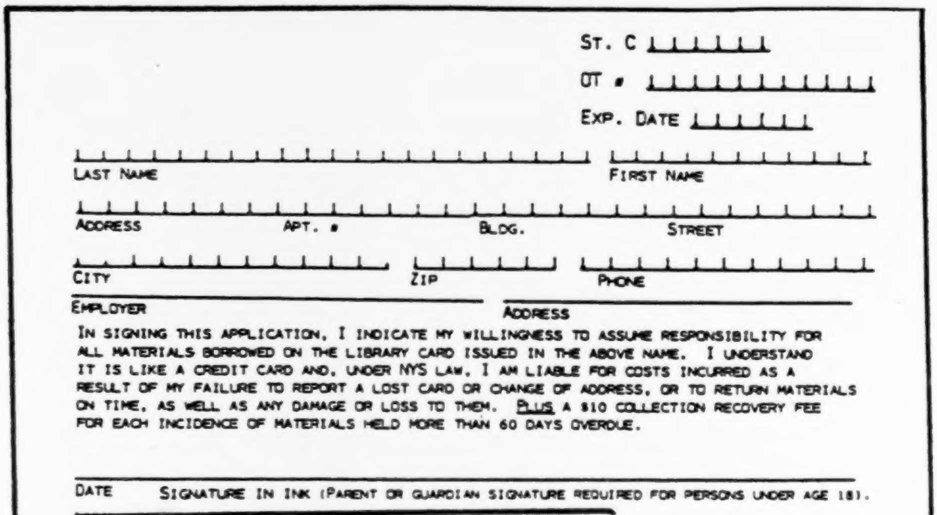
STATISTICS

For purposes of comparison, statistics are maintained on registration. "New" borrowers are those who have not previously had a library card. "Replacement" includes all those who obtained a card due to loss, theft, damage, or expiration.

Statistics are kept daily and compiled monthly. They are due to Administration within 5 working days of the end of the month.

GSD Annual Reports count borrowers in relation to place of registration. However, because borrowers are also statistically classed by census tracts, it is important for branch administrators to consider the percentage of borrowers registered throughout OCPL in terms of the population within their immediate service area.

APPLICATION FRONT



ST. C

OT #

EXP. DATE

LAST NAME	FIRST NAME

ADDRESS APT. # BLDG. STREET

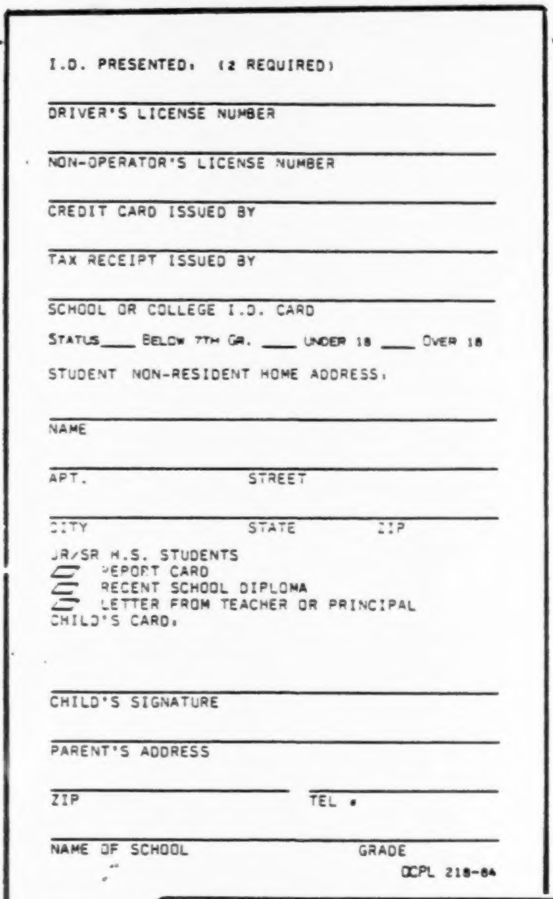
CITY ZIP PHONE

EMPLOYER ADDRESS

IN SIGNING THIS APPLICATION, I INDICATE MY WILLINGNESS TO ASSUME RESPONSIBILITY FOR ALL MATERIALS BORROWED ON THE LIBRARY CARD ISSUED IN THE ABOVE NAME. I UNDERSTAND IT IS LIKE A CREDIT CARD AND, UNDER NYS LAW, I AM LIABLE FOR COSTS INCURRED AS A RESULT OF MY FAILURE TO REPORT A LOST CARD OR CHANGE OF ADDRESS, OR TO RETURN MATERIALS ON TIME, AS WELL AS ANY DAMAGE OR LOSS TO THEM. PLUS A $10 COLLECTION RECOVERY FEE FOR EACH INCIDENCE OF MATERIALS HELD MORE THAN 60 DAYS OVERDUE.

DATE SIGNATURE IN INK (PARENT OR GUARDIAN SIGNATURE REQUIRED FOR PERSONS UNDER AGE 18).

BACK OF APPLICATION FORM



I.D. PRESENTED: (2 REQUIRED)

DRIVER'S LICENSE NUMBER

NON-OPERATOR'S LICENSE NUMBER

CREDIT CARD ISSUED BY

TAX RECEIPT ISSUED BY

SCHOOL OR COLLEGE I.D. CARD

STATUS___ BELOW 7TH GR. ___ UNDER 18 ___ OVER 18

STUDENT NON-RESIDENT HOME ADDRESS:

NAME

APT. STREET

CITY STATE ZIP

JR/SR H.S. STUDENTS
☐ REPORT CARD
☐ RECENT SCHOOL DIPLOMA
☐ LETTER FROM TEACHER OR PRINCIPAL
CHILD'S CARD:

CHILD'S SIGNATURE

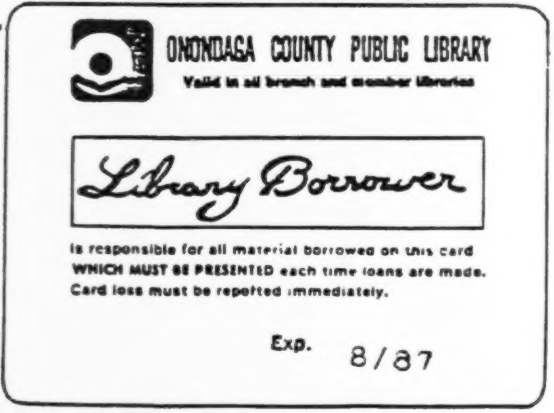
PARENT'S ADDRESS

ZIP TEL #

NAME OF SCHOOL GRADE

OCPL 218-84

LIBRARY CARD



ONONDAGA COUNTY PUBLIC LIBRARY
Valid in all branch and member libraries

Library Borrower

is responsible for all material borrowed on this card WHICH MUST BE PRESENTED each time loans are made. Card loss must be reported immediately.

Exp. 8/87

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300.0 CIRCULATION

300.1 CONFIDENTIALITY OF LIBRARY RECORDS

New York State law says, "Records related to the circulation of library materials which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute."

Resolution approved by the OCPL Board at its meeting of March 17, 1976.

(In the case of a minor, if payment for a lost item becomes necessary, the title may be disclosed to the parent or guardian.)

301.0 PROCEDURES FOR LOAN AND RETURN OF MATERIALS VIA THE GAYLORD CIRCULATION SYSTEM

LOANING

When a borrower comes to the circulation desk to check out a book, all that should be needed is to pass the light pen over the bar-coded label on the borrower card and over the bar-coded label on the pocket of the book; then insert the date due card. Date due cards, pre-stamped for each day's anticipated circulation, are color-coded, as follows: 1 week loan--white; 2 week loan--turquoise; 3 week loan--white; or 6 week loan--buff. Due dates are changed on a daily basis to reflect the appropriate loan period. (At any given point in time, an individual or corporate borrower should not have more than 25 items on loan. When this limit is exceeded, the borrower is stopped.)

Borrowers are strongly urged to use only their own library cards. A parent using a child's card may be reminded politely, but firmly, in a manner such as this: "This is a juvenile card. Wouldn't you like one of your own?" This usually will elicit information related to a lost, stopped, or expired card. In some cases, however, the adult may not realize that a library card is free.

In the event that the Automated GSD system is "down," items borrowed are recorded on the Manual Input Sheet (see Appendix 1) giving borrower number and item number(s).

RETURNING

When returning an item that belongs to Central, *leave* the date due card in the book pocket. Central's security system depends on special date due cards that must not be removed except at the Circulation Desk in that building. Every item returned over the circulation desk must be checked for library's identification on pocket or stamp. If it belongs to another library, return in the delivery.

RETURN OF ILL MATERIALS

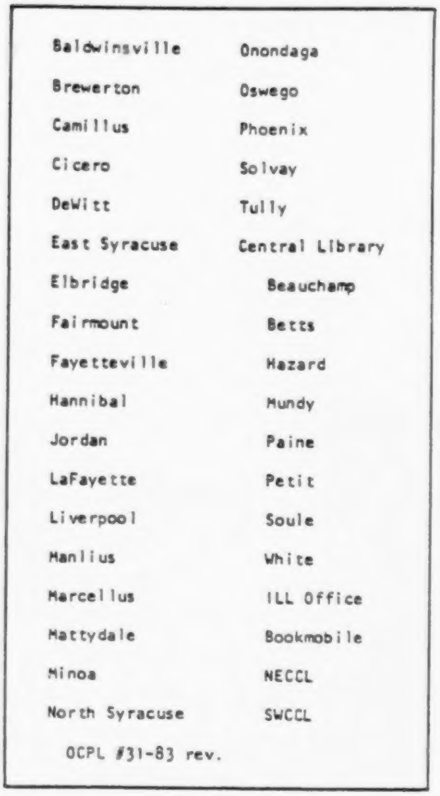
Please return all labels numbered 0150..... to ILL. These temporary labels are assigned to all items coming from non-automated libraries and libraries outside OCPL. The lack of the label makes it difficult to "return" the item on ILL's terminal. When an item is not returned on the terminal, overdue notices are generated and fines accumulate. When the material has actually been returned to ILL and then to the lending library, the mailing of unnecessary overdue notices is not only expensive but embarrassing as well.

01.0 (Cont. 1)

DESTINATION SLIPS

When responding to request to fill, either through computer or telephone, use the destination slip (Form #31) on each item. Circle the destination library and make sure all other libraries are crossed off. Apply tape to rubber band and slip, not the book itself.

This procedure includes all materials being routed to other than the owning library, except for bulk loans.



- Baldwinsville
- Brewerton
- Camillus
- Cicero
- DeWitt
- East Syracuse
- Elbridge
- Fairmount
- Fayetteville
- Hannibal
- Jordan
- LaFayette
- Liverpool
- Manlius
- Marcellus
- Mattydale
- Minoa
- North Syracuse

- Onondaga
- Oswego
- Phoenix
- Solvay
- Tully
- Central Library
  - Beauchamp
  - Betts
  - Hazard
  - Mundy
  - Paine
  - Petit
  - Soule
  - White
  - ILL Office
  - Bookmobile
  - NECCL
  - SWCCL

OCPL #31-83 rev.

302.0 LOAN PERIODS AND REISSUE POLICY

3 WEEK LOAN

Most materials are on loan for three weeks (21 days). This includes adult and juvenile books and instructional materials in any form; for example, foreign language recordings, all juvenile recordings, picture file materials, and pamphlets.

Automated libraries may re-issue 3 week loan materials belonging to their own or to another automated location providing there are no reserves or STOPS on the materials. To re-issue materials belonging to another library, "Bypass."

Within reason, patrons with particular hardships may have materials re-issued by telephone; in general, because it is a lengthy process and likely to lead to inaccuracies, borrowers are advised to bring material to the library for re-issuing.

14-DAY LOAN

New fiction and nonfiction bestsellers have a 14-day loan period. (Note: new fiction is fiction published within the year and purchased within the past six months; nonfiction bestsellers are identified by listings in the New York Times and/or Publisher's Weekly.) The Central Library, on account of its for turnover to sustain ILL, fill reserves, and provide bulk loans, may determine to make other nonfiction 14-day loans.

Periodicals are also on loan for 14 days.

14-day materials may not be re-issued.

7-DAY LOAN

Music recordings, both disc and cassette, are on loan for 7 days and *may not be re-issued.*

Books related to specific holidays--Christmas, Valentine's Day, Halloween, etc.--circulate for one week only. This permits increased turnover, making titles more accessible to a greater number of people. The loan code for holiday books should be changed to reflect 7-day loan.

6-WEEK LOAN

Art prints may be borrowed for 6 weeks (42 days).

The 6 week loan is also available for *vacation loans*. At the discretion of the Unit Head, a patron may borrow up to 15 books on a vacation loan at any time during the calendar year. Knowledge of the collection and of anticipated patron needs will ensure discriminating judgment in approving vacation loans. No books less than 6 months old should be included nor any for which there will be continuing heavy demand. (Signs announcing this privilege should be posted at Central and branches, particularly during the popular summer vacation months of July and August.)

Teacher's packs are loaned for 6 weeks. At the discretion of the Children's Librarian or the Head of Children's Services, up to 25 juvenile books at a time may be issued on a six week loan to teachers. Selection is limited to 3 titles on the same subject. No books less than 6 months old may be included nor any for which there will be continuing heavy demand. (Note, each teacher is responsible for items borrowed on his/her card.)

6-week loan materials may not be re-issued.

EXCEPTIONS TO 7-DAY, 14-DAY, 3, and 6 WEEK LOANS

16mm films are loaned for show date only. The Audiovisual Department owns all films and loans them using its own automated system. Due dates are assigned when a film booking is confirmed. The date due is generally the day after the film is shown.

"Temporary reference" items may be assigned a loan period of 0 days. Certain titles which have a penchant for "walking" may be held in a secure location. When a borrower wishes to use this material in-house, request a library card and using the terminal lend it for 0 days. When the material is returned, go over the label with the light pen. If the material is not returned, the borrower can be held liable.

303.0 POLICIES BY TYPE OF MATERIAL

ADAPTIVE TOYS AND EQUIPMENT

Multiply disabled children and adults may need to borrow adapted toys or other equipment, available by private consultation through "Project Adapt," part of Services for the Handicapped.

Such materials circulate for 3 weeks and may be re-issued once only.

No more than 2 toys or switches may be borrowed at a time by an individual child or 4 toys or switches by an organization.

Only electrical equipment *with its accessory relay* may be borrowed.

Overdues are 25¢ per item per day, with a maximum of $2.00.

ADULT RECORDINGS

Recordings (disc and cassette) of an instructional nature are loaned for 21 days--all others for 7 days.

Up to 3 adult music recordings (disc or cassette) may be borrowed on a juvenile borrower's card.

Generally, up to 10 adult recordings may be borrowed on an adult borrower's card.

Adult music recordings are not re-issued.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00.

Due to the likelihood of damage, recordings should not be dropped in book depositories or book returns. Borrowers should be advised to return them during library hours to the Circulation Desk. If borrowers are careless in their use or return of recordings, damages may be assessed--up to the cost of the item.

Staff should inspect recordings for condition both on issue and return.

Recordings from the Central Library may be borrowed for branch loan to patrons through a reserve or in "traveling collections."

AUDIOCASSETTES

Up to 14 audiocassettes may be borrowed for a 3 week loan.

Cassettes, each bearing a bar-coded label, are stored alphabetically by title. Date due is stamped on a label on the outside front face of the cassette box.

Up to 3 "adult" cassettes may be borrowed on a juvenile borrower's card. Juvenile cassettes are restricted only by the laws of supply and demand.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00.

BOOKS AND PAMPHLETS

Books and pamphlets may be borrowed for three weeks. A limit on the number of books borrowed by one patron on one subject may be made at the discretion of the librarian.

Books with 3-week loan periods which are returned to the library on time may be re-issued if there are no STOPS or reserves on them. If a patron telephones asking to renew a book, you may say, "If there are no reserves on the title, I shall be happy to re-issue it to you if you can bring it to the library." Suggest a patron may re-issue a book at any *automated* library if there are no reserves. Remember, 14-day materials *cannot* be re-issued.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00 for books, recordings, cassettes, filmstrips, and $1.00 for magazines, paperbacks, pamphlets, and pictures.

BOOKS ON TAPE

Books on tape, which are full length works of fiction and nonfiction may be borrowed for a three week period without re-issue. Materials which must be mailed to handicapped are eligible for vacation loan.

No more than two titles of a Book on Tape may be borrowed at a time. The maximum number of single cassettes which may be borrowed at a time is 10. An exception to this may be made for handicapped users whose materials go through the mail.

Books on Tape and other audiocassettes loaned in a package carry a single bar coded label. It is imperative that a visual check be made to ensure return of all components. Should any be missing, the cost is $9.00 per tape.

BRAILLE

Borrowers able to read Braille have access to a collection of materials housed in Services for the Handicapped. Included among them are periodicals, games, fiction and nonfiction books of interest to adults and children. OCPL Services for the Handicapped has a catalog in Braille.

No certification is required.

The service is free, and like Talking Books may be borrowed in person or through the mail. Materials circulate for 3 weeks and may be re-issued.

Overdues are 5¢ per item per day, with a maximum of $2.00.

CAMERAS

Cameras may be borrowed by anyone over the age of 10 who has a valid OCPL library card in good standing. They are loaned for 7 days without renewal. (The patron is responsible for the purchase of the film, flash bulbs, and any other equipment required.)

Cameras may be reserved, but not booked in advance for a specific date. There is no interlibrary loan on cameras, but a terminal check will help determine availability

Cameras must be returned to the lending agency and should not be deposited in a book drop.

Overdues are 50¢ per day with a $25.00 maximum.

CASSETTE PLAYERS

OCPL's Audiovisual Services has available for loan to the foreign-born or those learning a foreign language a small quantity of cassette players (playback only). These are issued from AV for the same loan period as the item(s) with which they will be used. If overdue, the fine is $3.00 per day with a maximum of $15.00.

CHORAL MUSIC

Portfolios are loaned for 6 weeks and may be re-issued once.

Up to 3 titles may be borrowed at one time.

Each portfolio, regardless of number of scores, counts as only one circulation.

Overdues are 25¢ per day per portfolio.

COMPACT DISCS

Available through interlibrary loan or directly from Central, only two compact discs at a time may be borrowed by an individual.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00.

DECODERS

Available to hearing-impaired borrowers for a 3-week loan, and may be reissued *once* only.

Charge for late return is $3.00 per day, with a maximum of $15.00.

Also, for demonstration purposes, may be used on short-term loan at a branch or member library.

FILMS--16MM

Any individual, age 18 or over, with a valid OCPL borrower's card is eligible to borrow 16mm films. Special AV registration with responsibility statement is required. Films are available to groups and organizations, excluding schools. (A maximum of 60 minutes or one feature and one 10-minute 'short' may be reserved for any one program.)

Films are loaned for "show date" only. They must be returned to the same location where they were picked up no later than the first open day following the showing. Late returns are charged at the rate of $3.00 per reel per *calendar* day, which is collected by the Audiovisual Department.

Film borrowing privileges may be suspended if films are frequently overdue or policies ignored. No films will be loaned to individuals or agencies having unpaid fines.

The AV Dept. will be responsible for reporting accrued or deleted fines to Central Circulation for computer input on a daily basis. This function should be performed each day at AV closing time.

FILMSTRIPS

Available for library programming and for loan to nursery schools, day care centers, and other organizations, filmstrips are housed in the Children's Department at Central, and must be borrowed and returned there.

No advance bookings are made. Projectors, available only to branches and member libraries, must be requested from AV. Owing to the smallness of the collection, no more than 3 filmstrips are loaned to an individual at a time for the standard 3-week loan period.

Should filmstrips be damaged, make notation with return but do not try to repair. AV is responsible for splicing.

Overdues are calculated at 5¢ per day with $2.00 maximum.

FRAMED ART PRINTS

Framed art prints are loaned for 6 weeks. A maximum of 3 framed art prints may be borrowed at a time. No more than three prints may be packed in any one carrying case.

Art prints are not re-issued.

Overdue fines are 25¢ per item per day, with the maximum fine of $2.00.

Branch libraries do not own framed art prints. Each branch library receives a quantity of framed art prints on an automatic basis from the Central Art and Music Department.

Each print at the point of circulation should be placed in a canvas carrying bag or other bar-coded container. Labels on both bag and print should be read into the computer.

Overdue fines on carrying cases are 25¢ per day, with a maximum fine of $5.00.

GAMES

OCPL does not circulate games (except those in Braille or those intended for handicapped persons.)

Games and puzzles, selected by the Head of Children's Services, are available for in-library use only. These should be considered as an adjunct to the learning experience and, whenever possible, related books should be introduced. The library should not become a game center and care should be exercised that priorities are retained.

INTERLIBRARY LOAN MATERIALS

Items borrowed through OCPL-ILL are loaned for the period of time specified by the lending library. Those items borrowed from outside the OCPL service area can only be re-issued by permission of the owning library, *prior* to the date due. For items borrowed from non-automated member libraries of OCPL, it is the responsibility of the borrowing library or department to contact the lending library directly for permission to renew. Materials loaned by automated libraries may be re-issued if there are no stops or reserves for that title.

Librarians should be aware that items lent to the bookmobile, due to the infrequency of Bookmobile stops, may not be returned to owning library for 4-6 weeks.

JUVENILE RECORDINGS

Juvenile recordings (disc and cassette) and record/book kits and cassette/book kits are loaned for 3 weeks.

Children shall be permitted to borrow recordings and/or kits after entering the first grade.

Children may borrow up to 3 juvenile recordings; adults up to 10.

Children's recordings and kits are generally not re-issued.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00.

KITS FOR KIDS

Available for Circulation only through the Central Children's Room, these materials, although packaged in a kit, are individually bar-coded. Contents differ, depending on theme and availability.

Kits may not be reserved. Up to three are on loan for 3 weeks.

Kits must be returned to the Central Children' Room.

Overdues, dependent on number of items, are determined at the Central Children's Room.

LARGE PRINT

A Large Print collection is maintained by the Central Library. Bulk loans are made available to each branch library on a regular basis.

Large Print books have a 3-week loan period and may be re-issued.

Overdue fines are 5¢ per item per day, with a maximum of $2.00.

NEW FICTION AND NONFICTION BESTSELLERS

New books may be borrowed for 14 days. New fiction is defined as fiction published within the year and purchased within the past six months; nonfiction bestsellers are identified by listings in the New York Times and/or the Publishers Weekly.

Materials with 14-day loan periods are not re-issued at the library or by telephone.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00 for hardcover; $1.00 for paperbacks.

PERIODICALS

Current issues of magazines do not circulate. Others not designated for Reference use only are on loan for 14 days with no re-issues.

A label may be requested on an annual basis from Technical Services. It is to be affixed to the magazine pocket at the time when available for circulation. Whenever the TS-periodical label is not available, use a temporary label, keying into the terminal title, issue, and stat class.

Overdue fines are 5¢ per item per day, with a maximum fine of $1.00.

TALKING BOOKS

Applications for Talking Book Service are available through all OCPL branches and departments. All staff should be knowledgeable about the service and promote its use. The service is *limited* to the blind and those so handicapped that they cannot cope with the conventional book (due to cerebral palsy, multiple sclerosis, infantile paralysis, muscular dystrophy, etc.)

A librarian who knows the applicant may certify disability (verso of application form). Other competent authorities include doctor, optometrist, registered nurse, social worker, or professional staff member of a hospital or other institution or agency.

All applications must be certified before forwarding to OCPL Services for the Handicapped.

OCPL Services for the Handicapped maintains a small collection of talking books and machines as "a starter." After the service is initiated, the borrower deals directly with the Library for the Blind in Albany. However, experience has indicated frequent prolonged interruptions in the Albany service, and OCPL Services for the Handicapped should be contacted as need arises.

There is no charge for the talking books service. Materials are carried free through the U.S. mails, may be picked up at Central or any branch library by a friend or relative of the borrower, or in some cases delivered to the patron by a volunteer or member of the Lion's Club.

A machine sent to a branch for pick-up will bear the name, address, and phone number of the borrower. If not picked up within a week of delivery date, the branch should contact 473-4227.

Branches may request a machine and talking books for demonstration purposes. All units should make TALKING BOOK TOPICS freely available for potential users.

Machines are issued on a long-term basis. However, repairs and/or replacements are frequently needed. All such requests should be referred to Services for the Handicapped.

Talking books are on loan for 3 weeks and they may be re-issued.

Overdue fines are 5¢ per item per day, with a maximum fine of $2.00.

VIDEOCASSETTES

Available through the AV Department these are booked and circulated in a manner similar to 16mm films. No more than 2 videocassettes may be borrowed at a time, and there are no reissues without permission of AV Services. Feature films and children's titles will not be reissued.

Overdues are $3.00 per day with a maximum of $15.00.

304.0 REASON CODES

The following reason codes have been GSD-approved for OCPL use. This list should be posted near all circulation terminals.

A - FINES
B - LOST ITEMS
C - DAMAGED ITEMS
D - LOST/STOLEN CARDS
E - BORROWER INFO REQUESTED
F - UNLABELED ITEMS CARD
G - PART PAYMENT
H - RESERVES
I - BAD CHECKS
J - DUPLICATE CARD
K - IRRECOVERABLE
L - BOOK RETURNED
M - CLAIM RETURNED
N - CLAIM NEVER HAD
O - FINES/OVERDUES ON ANOTHER CARD
P - CASSETTE/RECORD SOFTWARE PACKAGE RETURNED WITHOUT CONTENTS
Q - LOST OR DAMAGED ITEM LABEL
R - ERROR

It is appropriate to use these reason codes under the following circumstances:

E	covers both "borrower input required" and "borrower address, phone update requested"
J	if library clerk discovers a patron with more than one valid card
O	refers to a lost, stolen, or expired card (now invalidated) on which there may also be fines
P	use in fines and fees to retrieve missing/damaged items; input associated item number and charge
R	use in fines and fees to record any mistake in inputting a charge; e.g. wrong charge (paperback - should be hardcover); waive.

Please note:

K	mainly used by OCC to mean "can't get item back"; OCPL treats item as "lost" and charges patron accordingly
K	may also denote a $10. collection charge for items long overdue

305.0 OVERDUES

OVERDUE NOTICES

Overdues are prepared automatically by Gaylord and mailed directly to the borrower. The borrower will receive a notice when material is 2 weeks overdue, and, a second one 2 weeks later.

LONG OVERDUES/COLLECTION AGENCY

GSD prepares two long overdue reports. (No notices are mailed.) The first is issued approximately 35 days after material is due; the second, approximately 42 days.

The first long overdue report is in call number order and each unit is expected to check its shelves within 3 working days. If the item is found, the label should be returned through the terminal.

The second long overdue report is in patron order, citing borrower's name, address, and telephone number. It is used in preparing referrals to the collection agency on the following basis:

- materials over $25.00 in value overdue by any one patron or corporate borrower may be referred for collection. (This generally means more than 3 items exclusive of pamphlets, magazines and children's books. Five or more juvenile items may intitiate collection procedures.)

Branches should copy the second Long Overdue report, blocking off in red those patrons with multiple items and pricing each item. Borrower's name, address and telephone number should be noted. Within a week of receipt, all priced items should be declared "lost," the borrower charged via the terminal and the report forwarded to Central Circulation/Collection Services. It will have an activator number (used by the collection agency) affixed to each borrower before the report is returned to the branch.

If materials or money is collected, the branch "clears" the patron and notifies Central Circulation/Collection Services of the activator number. Money accepted is added to branch receipts.

After several collection agency unsuccessful attempts, Central Circulation/ Collection Services forwards the "Creditor's Authorization to commence litigation" to the Assistant Director for possible follow-up with the County Law Department or with the District Attorney.

Other borrowers whose materials are not handled by the collection agency may on occasion also be referred to the District Attorney, provided that it can be verified that the borrower is over 18 years of age.

When an item appears on your "Long Overdue" printout, check to see if the borrower's number is 0150 . . . If so, the ILL Department should be notified as to title, control number, and date due.

305.0 (Cont. 1)

Materials returned after items have been withdrawn from the database* should be handled, as follows:

if patron present

check patron stops and do appropriate terminal work, reporting to Central Circulation/Collection Services all transactions for which the "lost" charges would have exceeded $25.00.

if patron is not present

send due date, item number, title, author and call number to Central Circulation/Collection Services. If due date is not known because of a missing date due card, send all other information, stating "missing date due card."

UNDELIVERABLE

Overdues returned by the Post Office as undeliverable should be checked against the telephone listing shown on the application form. Contact the borrower, if possible and give overdue information, also advising patron that a change of address is required.

The need for borrower address should be noted under borrower input by the insertion of 00000 in the zip code field. Place a STOP on the borrower, using reason code "E".

FINES

Fines are computed daily, excluding Sundays. OCPL permits 1 free day and 2 grace days. In other words, although materials are due on the date stamped on the due date slip, fines are not applied until the fourth or fifth day thereafter.

OVERDUE FINE SUMMARY	
Adaptive equipment	25¢ per day; max. $2.00
Bags for framed art print	25¢ per day; max. $5.00
Books, recordings, cassettes,** filmstrips	5¢ per item per day; max. $2.00
Cameras	50¢ per day; max. $25.00
Cassette player	$3.00 per day; max. $15.00
Decoder	$3.00 per day; max. $15.00
Framed art prints	25¢ per item per day; max. $2.00
Magazines, paperbacks	5¢ per item per day; max. $1.00
Other materials	5¢ per item per day; max. $1.00
16mm film	$3.00 per reel per day maximum 50% of price of film
Videocassettes	$3.00 per day; max. $15.00

(Note: The general public should *not* be advised of maximum fines.)

* Gaylord has been instructed to purge items that have been in a lost, held, missing, or in transit status for more than six months from the OCPL database on an annual basis. (In 1986, the items were withdrawn on November 1 and included all prior to January 1, 1986.)

** See also 303.0 (Books on Tape)

DELIVERY OVERDUE

In order to make wise use of time and allow a fair fine assessment for overdue materials coming through the delivery from a non-automated library to an automated library, reduce amount of fine on terminal for each item up to 75¢.

COLLECTING ANOTHER LIBRARY'S FINE

For automated libraries, fines are calculated on the basis of the fine structure of the issuing terminal; that is, if a patron borrows a book from DeWitt and returns it to Soule Branch, the fine charged will be based on DeWitt's schedule, not OCPL's. The correct fine will be displayed on the terminal when the item is returned.

Patrons wishing to pay overdue fines for materials owned by non-automated libraries shall be charged according to the fine structure at the point of return with the exception of those materials unique to OCPL--e.g., framed art prints, 16mm films, etc. in which case OCPL fines shall be imposed.

Monies collected from overdue fines become the property of the receiving library.

The following form is used when forwarding materials *to and from non-automated libraries*. An automated library receiving its own material from a non-automated library should use the information on the form to calculate the actual fine due (if any) since this may differ from the fine indicated by the terminal. In other words, the patron is not responsible for that portion of the fine accumulated while the book was in the delivery system.

RETURNED:

_____ On Time

_____ Overdue

FINE:

_____ Paid

_____ Not Paid

________ Date Returned

____
LIBRARY (BRANCH OR DEPT.)

OCPL #2-76

PARTIAL PAYMENT

This option should be offered to children whose cards may be stopped due to excessive fines. Arrangements may be made to bypass the stop as long as payment is being made and no further fines incurred. Payment should not be extended indefinitely but should be made within a reasonable time frame--i.e., within 3 to 6 months. A written signed statement showing date of agreement should be filed, and child should be advised that this agreement is valid only while no more overdues are accumulated.

________________________promises to make payment of_________ in installments within_________months. This agreement is valid only while no more overdues are accrued.

____
Patron's signature

____
Librarian's signature

____
Date

OCPL #223-84

A manual borrower stop "Partial payment" (G) should be entered in fines and fees.

Adults paying part of a fine may also be extended borrowing privileges, with permission of the individual in charge.

306.0 CLAIMS NEVER HAD AND/OR CLAMS RETURNED

It is the option of the issuing library to determine whether or not to accept a "claims returned" or "claims never had." Such statements are not to be taken lightly but thoroughly investigated--when and where was item returned? Was it given to a desk attendant or simply put on shelf? If the problem is related to the automated system, careful documentation of date due, date returned and item number must be made for GSD follow up.

If the patron makes a "claims returned" or "claims never had" at a library other than the lending agency, he/she should be advised to contact the place from which the material was issued.

If patron denies having an item, check item status for issuing library, which may differ from owning library showing in the item number. Any additional help (such as type of book) should be given to the patron.

Individual discretion on lending additional materials should be excercised.

Patrons who have more than 2 items "claims never had" or more than 2 "claims returned" should be stopped via the terminal. Stops shall remain in effect for one year or until replacement cost of missing items has been paid.

307.0 LOST MATERIALS

When patrons are unable to find and return materials, the price structure is as follows:

PRINT:

Books:	Hardcover	Paperback
Fiction	$16	$ 5
000's	20	10
100's	20	10
200's	15	8
300's	25	12
400's	15	8
500's	20	10
600's	25	12
700's	30	12
800's	20	10
900's & Biog.	25	12
Juvenile	8	4

Pamphlets:	$1.50 per item or packet
Periodicals:	$1.50 per item or packet

NON-PRINT

Adaptive equipment	$25.00
Bag for framed art print	$12.00
Books-on-Tape	$ 9.00 per cassette
Braille	$20.00
Camera	$75.00
Cassette (audio)	$ 9.00
Cassette player	$60.00
Choral music	$15.00
Decoder	Replacement price less 10%
Filmstrips	$20.00
Framed art	Replacement price less 10%
Kits for Kids	Replacement price less 10%
Picture	$1.50 per item or packet
Recording	$ 9.00
Video cassette	$50.00
16mm films	Replacement price less 10%

Ephemera (magazines, pictures, pamphlets) and other materials on which replacement price is difficult to ascertain are listed at $1.50 per item or packet.

Check should be made payable to the owner-library, and should contain the same information that OCPL requires; i.e. patron's address (front of check), patron's telephone number (front of check), OCPL borrower's card number (back of check), and the title of book and library (in "memo" area.) Individual accepting it is responsible for clearing patron's record.

Money received for books lost from a member library should be forwarded to that owner-library who determines amount due. (Money received for overdues may be retained.)

Materials not returned by the time the second Long Overdue Report (the one in patron order) is issued, shall be assumed lost and the borrower's record shall be updated to reflect replacement costs of lost material. If such material is subsequently returned, maximum overdue fine shall be assessed and replacement costs nullified.

Patrons should only be informed of their actual charges, not the system on which it is based.

Patrons disputing prices because item is cheaper at a bookstore or just because they "know" it wasn't that expensive should be reminded that there are additional costs associated with its replacement--e.g., verifying availability, placing order, cataloging, and processing.

A copy identical to the one "lost" may be accepted, providing it is in good condition. Difference in price may be excused because of the time and expense saved OCPL.

309.0 MONEY TRANSACTIONS

CANADIAN MONEY

Canadian paper money of any denomination cannot be accepted as payment for fines or library services. OCPL cannot include such in regular bank deposits until bills are converted into American money. The conversion procedure is time-consuming and the rate of exchange not to OCPL's advantage.

PAYMENT OF LIBRARY FINES AND CHARGES BY CHECK

All checks must contain the following information on the front:

1. patron's address
2. patron's telephone number
3. OCPL borrower's card number

The "memo" line on the check should specifically state the purpose of the payment--e.g., fine; lost/damaged material. Include item number for any item most or damaged.

Should patron come to the library to redeem a "bad check," he or she should be advised that cash will be accepted at Central Circulation only. A certified bank check or a money order may be sent to Director, Administrative Services, OCPL.

Patrons wishing to regain possession of their bad checks must contact the Business Office directly.

309.1 REIMBURSAL FOR RECOVERED LIBRARY MATERIALS

Patrons who pay for lost materials are eligible for a refund if they return materials within 90 days accompanied by the original payment receipt.

Prior to issuance, all receipts shall be stamped with the 90 day stamp.

Circulation staff do not reimburse the patron, but send a copy of the receipt with the patron's name and address to the Business Office. The Business Office should be alerted as to the amount that OCPL will retain in payment for overdue fines and will mail the refund directly to the patron within 90 days.

311.0 RETURN OF MATERIALS FROM NON-OCPL LIBRARIES

All materials belonging to a library outside of the OCPL system, e.g. Syracuse University, and received at an OCPL library should be sent to ILL for packaging and delivery to the proper library. Materials belonging to Literacy Volunteers should be packaged and marked as below and sent through the delivery:

Literacy Volunteers of Greater Syracuse
Beauchamp Branch

Materials belonging to the City School System should be sent through the delivery, marked "Syracuse City Schools." Borrowing and returning is limited to the school year. If material is returned to Central or a branch while school is in recess, it may be either held or delivered personally to owning school.

313.0 PROFESSIONAL COLLECTION

The OCPL Professional Collection is shelved on the second floor of the Annex. All materials borrowed from the collection must be checked out through ILL or Central Circulation. All materials are treated as reference and have a restricted loan period.

Professional periodicals are routed to Central Unit Heads and Consultants who express interest in seeing them on a regular basis. Should you wish to check a specific issue you may look for them according to the "File" designation on the following list. To find out whether or not a periodical has actually been received, please contact Serials Control in Technical Services, 473-2614.

LIBRARY JOURNAL/SCHOOL LIBRARY JOURNAL HOT LINE	Adm.
LIBRARY PR NEWS	Adm.
LIBRARY QUARTERLY	Adm.
LIBRARY RESOURCES AND TECH SERVICES	Adm.
LIBRARY SYSTEMS NEWSLETTER	TS
LIBRARY TECHNOLOGY REPORTS	Adm.
LIBRARY TRENDS	R & P
*MANAGEMENT LITERATURE IN BRIEF	B & I
MEDIA & METHODS	AV
MICROFORM REVIEW	R & P
NEW YORK TIMES BOOK REVIEW	Adm.
NEWSLETTER ON INTELLECTUAL FREEDOM	Adm.
NYLA BULLETIN	Adm.
OFFICE PROFESSIONAL	Adm.
ORGANIZATIONAL BEHAVIOR & HUMAN DECISION PROCESSES	Personnel
PARENTS CHOICE	Ch. Cons.
PHAEDRUS	Ch. Cons.
PRACTICAL SUPERVISION	Personnel
PUBLIC LIBRARY QUARTERLY	R & P
PUBLISHER'S WEEKLY	Adm.
REFERENCE SERVICES REVIEW	R & P
R Q	R & P
SCHOOL LIBRARY JOURNAL	Ch. Cons.
*SIGHTLINES	AV
SMALL COMPUTERS IN LIBRARIES	TS
SPECTRUM	
TECHNICALITES	TS
TOP OF THE NEWS	Ch. Cons.
U*N*A*B*A*S*H*E*D LIBRARIAN	Adm.
URBAN LIBRARIES EXCHANGE	Adm.
VERTICAL FILE INDEX	Extension
VIDEO LIBRARIAN	Adm.
*VIDEO REVIEW	B & I
VOYA	F & H
WEEKLY RECORD	TS
WILSON LIBRARY BULLETIN	Adm.
WORDS	B & I
YOUNG VIEWERS	Ch. Con.

FILLING RESERVES

Reserved material will be held until closing time for four business days (five for branches) from the date of the notice. Materials not picked up will be passed to the next reserve or returned to circulation or to the lending library.

If there are 4 or more reservations, or if the material is on the Best Seller List, call the patron rather than sending a postal. This will speed up time for demand materials. Materials will be held for two business days from the time of telephone call.

Video and films, restricted in the GSD system, may be "reserved" by telephoning the AV Dept. (See Sec. 2040.)

HOLDING NON-RESERVES

Items may occasionally be received in response to requests not placed through the regular GSD procedure, e.g. telephone requests, ILL temporary labels. These reserves, whether on permanent or temporary labels, should be handled in the following manner:

1. Upon receipt of item put terminal into ITEM AVAILABILITY (do not return label)
2. Place a reserve on the control #.
3. Return the label.
4. Follow usual procedures for reserves.

TELEPHONE "HOLDS"

Patrons telephoning about the availability of particular items may request that those "in" be held for pickup *within 24 hours.*

Patron should be clearly informed of deadline.

The item should be entered on "Hold." If not picked up, put item through return function before shelving.

15.0 (Cont. 1)

·51	Local History	66	Supreme Court Library
·52	Reference	67	NYS Library
53		68	Chautauqua-Cattargaus System
·54	Administration[1]		
·55	Extension Services	69	Mid-York Library System
·56	Field Consultant		
·57	Community Services	70	Syracuse University
·58	Juvenile Services	71	Upstate Medical
*59	Technical Services	72	
·60	Bindery	73	
·61	Mending	74	
·62	Exhibits	75	
·63	Exchange	·76	Drop-In Library
·64	Closed Shelving	77	Tulip St. Center
*65	Onondaga Community College	78	
		*79	City Schools

[1] Except in the case of the Central Library, Administration may be interpreted to mean librarian's office.

317.0 WHOM TO CALL WHEN YOUR TERMINAL GOES "DOWN"

When your terminal goes "down" the first thing is to verify that your power cord and terminal connections are secure. After verifying these are in order call the Systems Coordinator or the technician assistant 473-2614. Describe the symptoms exhibited by your terminal as accurately as possible. If unable to reach them, contact the Central Library Registration and Circulation and provide information to the senior library clerk on duty.

There are times when you will be unable to contact Central Library Registration and Circulation. Normally, this will be after 5:30 p.m. Tuesdays and Thursdays, Saturday evenings, Sundays and all OCPL (closed) holidays. *Only at these times should you call Gaylord Information Systems Computer Center, 457-5085.*

318.0 STATISTICS

Notations from the GSD-generated "Morning Report" are used in compiling monthly statistics. Care should be exercised in making an accurate record and tabulation. When discrepancies between GSD printouts and library reports appear, the GSD figure is selected.

Every effort should be made to have input from manual transaction sheets entered into the automated system before month's end. However, when this is not possible the credit simply accrues to the succeeding month. This will slightly skew year to year comparisons and may be clarified through an accompanying note.

On occasion it may be desirable to know circulation resulting from a single event--e.g., a class visit. A simple method to determine this is to count the number of date due cards prepared prior to the event and afterwards count those left; the difference being the circulation.

MANUAL ISSUE

Date __/__/__

Borrower No.	Item(s)	Item(s)	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	
0 1	0 1	0 1	

OCPL 224-84

APPENDIX 2

COUNTY OF ONONDAGA

DEPARTMENT OF LAW

ONONDAGA COUNTY CIVIC CENTER
421 MONTGOMERY STREET, 10TH FLOOR
SYRACUSE, NEW YORK 13202
425-2170

JOHN H. MULROY
County Executive

ROBERT J. ROSSI
County Attorney

Dear :

It has been brought to the attention of this office that you have kept materials which you borrowed from the Onondaga County Public Library system far longer than library rules allow. This letter is to request that you return these materials immediately or send a postal note or money order for their replacement value of . Your continued failure to return these materials is a violation of law and may subject you to a fine or imprisonment. A copy of the law appears below.

If you continue to keep these materials unlawfully or fail to reimburse the library, this office will be forced to take action in the best interest of the County. This action may be to bring legal proceedings against you to recover the material or value thereof together with the costs of the proceedings or to refer this matter to the District Attorney for prosecution.

Please return the materials or make payment to the Onondaga County Public Library immediately to avoid the necessity of taking further action against you.

Very truly yours,

ROBERT J. ROSSI
COUNTY ATTORNEY

Kenneth Goldman
Deputy County Attorney

KG/hsf

SECTION 265 EDUCATION LAW (DETENTION):

"WHOEVER WILFULLY DETAINS ANY BOOK, NEWSPAPER, MAGAZINE, PAMPHLET, MANUSCRIPT OR OTHER PROPERTY BELONGING TO ANY PUBLIC OR INCORPORATED LIBRARY, READING-ROOM, MUSEUM OR OTHER EDUCATIONAL INSTITUTION, FOR THIRTY DAYS AFTER NOTICE IN WRITING TO RETURN THE SAME, GIVEN AFTER THE EXPIRATION OF THE TIME WHICH BY THE RULES OF SUCH INSTITUTION, SUCH ARTICLE OR OTHER PROPERTY MAY BE KEPT, SHALL BE PUNISHED BY A FINE OF NOT LESS THAN ONE NOR MORE THAN TWENTY-FIVE DOLLARS, OR BY IMPRISONMENT IN JAIL NOT EXCEEDING SIX MONTHS, AND THE SAME NOTICE SHALL BEAR ON ITS FACE A COPY OF THIS SECTION."

ONONDAGA COUNTY
PUBLIC LIBRARY

335 Montgomery Street, Syracuse, New York 13202

Robert P. Kinchen
Director

Dear ______________________

The Onondaga County Public Library hereby gives you notice that your check #__________ in the amount of $__________, dated ______________, has been returned to us by the Bank for insufficient funds.

Demand is hereby made that you cover this check for the full amount due.

As a result we have placed a temporary stop on your library card that will discontinue your borrowing privileges until the amount due is paid in full.

You may settle this matter by sending a certified bank check or a money order to:

Director, Administrative Services
Onondaga County Public Library
327 Montgomery Street
Syracuse, NY 13202

If you prefer to settle in cash, bring this letter to the circulation desk of the Central Library, 335 Montgomery Street, and present the letter and payment.

Please be advised that if you do not comply with the above notice and demand within 10 days, this matter will be turned over to the County Law Department.

Sincerely,

Robert P. Kinchen
Director

Using the Interim Titles Fiche

Titles on the Interim Fiche are listed alphabetically. The number listed to the left of the title is the Item Number.

To request an item through the ILL Office or on the Gaylord system, extract the Control Number from the Item Number.

01 02 01349121 01 2 1 IAuthor Title Call # DateI (4)

The Control Number is those digits underlined above--01349121(4) or as it eventually appears--013491214 on the Fiche and/or COM.

It is also possible to obtain the control number from the terminal by keying in the first eight digits followed by a period.

APPENDIX 5

ONONDAGA COUNTY PUBLIC LIBRARY

Syracuse, NY 13202

Library Name

Date

Library Tel. No.

Card No.

TO:

Please pay replacement cost as itemized.

The following item(s) returned damaged/incomplete has (have) been charged to your account.

Item No.	Title	Charge

If you have any questions, please contact the library above by .

OCPL # 255-86

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400.0 PUBLICITY

401.0 IMPRINT

All copy for the IMPRINT should be submitted to the editor, the Assistant Director of Public Services, before the 15th of the month preceding publication. Copy may be written in narrative style as it might appear in the IMPRINT, with only minor editing and rewriting, or may be given by using Form #48-86 rev. Submit copy on proper form, typewritten, and double-spaced. Use additional sheets when necessary.

402.0 PROGRAM FUNDS

There is a $200 grant to suppy materials for audience participation in library-sponsored programs. A total of $20 for each branch and $40 for the Central Library is allocated for one year to be expended on consumable items: such as clown make-up, origami paper, crayons, etc. Whenever possible, OCPL will retain and recycle items which are purchased on demand of program-planner in light of anticipated audience. It is understood that no unit may use more than its allocation during a 12-month period. Requests should be sent to the Business Office.

403.0 PRINTING

Each branch and member library is entitled to request standardized material (such as Book Week, Book Club, Summer Film) as needed. Each library is entitled to no more than 6 requests with art work per year, no more than 6 requests for original material without art work per year, and no more than 6 reprints per year. Camera ready copy will be counted as a reprint. Choice of color of paper stock and ink must be left to the Print Shop. All copy should be submitted with acceptable wording. Each library must keep count of the number of its requests each year.

Each library is encouraged to have series publicity printed at one time rather than as individual events. Requests of printing with *art* work must be submitted *25 working days before the requested delivery date.* Requests for printing *without art work* must be submitted *20 working days before requested delivery date.*

Standard signs for long duration will not be counted as part of the 12 original requests or the 6 reprints but will have low priority.

The number of printed pieces is left to reasonable expectations of the number needed. Try to notify Community Services as far as possible in advance of coming events even though a definite printing order is not being sent until later. All requests for juvenile material should be sent to the Head of Children's Services, who will forward them to Community Services.

All requests for status checks on printing requests should be directed to Community Services (473-2702). Neither Graphics nor the Print Shop should be interrupted for these checks. It is also unfair to the staff involved to use break-time or other informal situations to discuss the status of your printed materials.

405.0 NEWS RELEASES

It is the policy of the Onondaga County Public Library to prepare for release to news media information about policies, programs, services and plans. It is the intent of this policy to assure clarity, conciseness and conformity to the policies of the Library as determined by the Board of Trustees. Although Community Services has responsibility for maintaining relations with the major news media, public service agencies are encouraged to assume the initiative in constructively telling the OCPL story to their communities through local publications. To this end each branch should endeavor to establish and maintain good working relationships with neighborhood publications. Individual staff members are encouraged to write articles on the facilities, resources and services of the public library which will be of interest to the people of the County or useful to other libraries. Material for appropriate releases and articles which Department or Branch Heads may send out without prior approval to their local contacts include individually-prepared book critiques, book lists, branch program information and general promotion efforts. It is the policy of the Library to require review and prior clearance of other releases or articles interpreting OCPL policies for distribution to the press by staff members acting as official spokesman for, or representative of, the Library. Such material must have the approval of the Community Services Consultant before being submitted for publication.

407.0 SIGNS

In an effort to make public service areas more attractive, no handmade signs are to be posted anywhere in Central or branches. Should you wish to have a sign or poster made, please send a request to Community Services. If time is really at a premium, large type or Mitten letters may be used.

408.0 PUBLIC BULLETIN BOARDS

The Onondaga County Public Library provides bulletin board space in public service areas for the posting of information and announcements of interest to the community. While priority is given to materials relating directly to the Library, notices of community affairs may be displayed subject to the availability of space. Granting permission to post materials does not imply library endorsement of the contents nor will the library accept responsibility for the accuracy of any statements or representations made in such materials. Permission will not be granted to post the following: 1) anonymous notices or those which do not clearly indicate the identification of the individual, group or agency involved 2) announcements or advertisements of a commercial nature 3) notices of religious services 4) notices from political parties.

All materials accepted for posting must be neat and attractive. A copy of OCPL's basic policy statement shall be displayed on the bulletin board in each unit. All materials may be posted which, in the judgement of the Branch Librarian, comply with basic policy. In determining compliance, it shall be understood that cultural events for which admission is charged and education courses for which there is tuition are not construed as commercial. Concerts and lectures held in churches are not religious services. Notices from political parties shall be defined as any materials from organizations which nominate candidates for public office in a general election. Materials for posting in the Central Library shall be subject to the approval of the Head of the Central Library.

Priority will be given to posters and brochures promoting library services and activities, but, as space permits, notices of community interest shall be displayed. Only materials pertinent to library hours or library activities shall be posted on library doors and windows. Bulletin boards should be checked regularly. All outdated material should be removed promptly.

In case of undated notices or those of an indefinite nature, advise patron that the material will be posted for one month. The date should be typed or printed in a lower corner. Renewal may be granted once only at the discretion of the Branch Librarian or Head of Central.

409.0 PICTURES FOR USE IN LIBRARY DISPLAYS AND EXHIBITS

A series of 11" x 14" black and white pictures printed on heavy 6-ply placard board are available for loan to branch and member libraries for use in displays and exhibits. The non-captioned pictures are organized in topical sets of 50 pictures each and come with a resource guide which provides background information on each picture. Each set depicts the changing character of American life in the 20th Century decade by decade. Pictures reflect aspects of American social and cultural life, news events, famous persons, posters, ads, etc. Library staff interested in borrowing pictures should visit the Central Library's Art and Music Department and select those pictures most suited to their particular display needs. Copies of relevant background information may also be made. Pictures will be loaned for one month. Masking tape may be used on back of pictures only and/or push pins which are NOT to be poked through cardboard will be supplied for use in mounting.

410.0 SLIDE SHOW

Bookings for the OCPL slide show, "At Your Service," are handled by the Audiovisual Department. When possible, the show will be sent via regular delivery. In cases of tight booking, it can be picked up and returned to AV. Indicate attendance on a separate sheet and return it with the show. Before being issued the equipment, first-time users must have instruction in machine setup and operation.

411.0 VIDEO TAPING

The quality of program reproductions taped at a television station is generally better than those taped off the air. Most stations are willing to copy programs for our video archives. Let the AV Dept. know in advance so that arrangements can be made to obtain a copy of the program. Even if the station itself will not copy the show, we do need permission to tape it off the air. If you are going to appear on television, send AV the following information at least one week before the scheduled air date of the program:

Your name
Program title
Interviewer/Program Host
Television station
Program tape date
Program air date
Program length
Topic

ONONDAGA COUNTY PUBLIC LIBRARY IMPRINT ACTIVITIES REPORT

Please type and return this form to OCPL Community Services before the 15th of each month. (Programs include lectures, concerts, children's crafts etc. People and events include trustee appointments, new personnel, awards, fundraisers, gifts, renovations, etc.)

---

* PROGRAMS________PEOPLE AND EVENTS________(Please check one!)

* Library____________________Your Name________________________Phone_________

* Story Idea (headline)____

* Who?____

____

* What?______________________________ ______________________________

* When?____

* Where?____

* Why or How?____

____

Additional Information____

____

____

---

* PROGRAMS__________PEOPLE AND EVENTS__________(Please check one!)

* Library____________________Your Name________________________Phone_______

* Story Idea (headline)____

* Who?____

____

* What?____

* When?____

* Where?____

* Why or How?____

____

Additional Information____

____

____

OCPL #48-86 rev.

As an alternative IMPRINT activities report, you may prefer to use the space below to report news and activities of your library or department. Please type double spaced and include program or people and events category plus your library name, your name, contact phone and the basic information such as who, what, when, where, why or how. Return this form to OCPL Community Services before the 15th of each month.

OCPL #48-86 rev.

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500.0 INTERLIBRARY LOAN

500.0 DEFINITION:

Interlibrary Loan (ILL) refers to the process by which materials and information available at one location are made available to users at another location. In Onondaga County, this process takes place on two levels: materials circulated through the Gaylord Circulation Control System, and materials circulated through the OCPL-ILL Office.

This section of the manual addresses materials accounted for by the OCPL-ILL Office.

500.1 POLICIES:

Materials owned within OCPL are loaned without charge to the library or patron; however, materials borrowed from elsewhere may have charges fixed by the lending institution. This is especially true for photocopies.

The ILL staff attempts to borrow materials from libraries that do not impose lending fees. When the material is available only from a fee-charging library, the borrowing library and its patron are informed in advance. ILL does not proceed with the request without the patron's consent and agreement to pay the necessary fees.

500.2 GUIDELINES:

Requests fall into four major categories: books, magazines, non-print media, and subject searches. Requests for 16mm films, videos, framed art prints, System 80 kits, filmstrips, materials for the blind, and bulk loans of books and recordings are handled by staff outside the ILL Department and are addressed elsewhere in the manual. General guidelines for all requests are as follows:

1. Interlibrary Loan is not a substitute for collection development
2. requests should be screened carefully to assure the borrowing library doesn't own the needed materials
3. requests should be verified carefully
4. best-sellers, popular, and inexpensive materials should be requested only after consideration of purchase
5. requests for new materials (those published within the last 12 calendar months) are limited to items owned by OCPL member libraries and appearing on the Gaylord titles fiche
6. member libraries have a mutual responsibility to cooperate and lend materials as freely as possible
7. safe return of borrowed materials is the responsibility of the requesting library and its patron

See also specific guidelines in Sections 501.1, 501.2, 501.3, and 501.4.

501.0 REQUESTING MATERIALS: GENERAL

Requests are submitted on the four-part ILL form available from the OCPL Business Office Stock/ Room.

The borrowing library retains the pink copy of the form for its records, sending the remainder to the ILL Office. Only one title or subject is to be submitted on each form. Type or print neatly with a ballpoint pen. It is especially important that the last copy of the form be legible.

Interlibrary loan is a service to libraries, not directly to the public. The telephone number for the ILL Department should not be given to patrons.

To lessen the possibility of transmission errors, telephone requests from library staff are discouraged. It is permissible, however, for library staff to call with questions and comments.

501.1 REQUESTING MATERIALS: BOOKS

Procedures dealing with the lending and borrowing of books fall into three divisions: materials owned by automated libraries and the Onondaga Community College (OCC); non-automated libraries; and libraries outside of OCPL.

Materials owned by and loaned to automated libraries are handled through the Gaylord Circulation Control System.

Books owned by automated libraries and loaned to non-automated libraries are handled by the ILL Office. The staff of the ILL Office locates and circulates materials to the non-automated libraries via its Gaylord circulation terminal.

Requests from member libraries for materials located at non-automated libraries and the Bookmobile are submitted to the ILL Office. At the request of the ILL staff, materials are sent directly from the owning library to the borrowing library.

Books not owned by OCPL automated libraries nor OCC are requested through the ILL Office.

Materials generally not available for interloan from libraries outside OCPL are: juvenile books,"how-to," genealogy, recent fiction, inexpensive books (under $15.00) and "popular" titles. However, requests with proper verification may be submitted, and ILL will check to determine owning locations and availability.

Reference and non-circulating materials not available for interloan may be consulted at the owning library.

If verifiable on Gaylord titles fiche or on OCPL COM, new books (those published within the last 12 months) may be requested. In addition, all circulating books owned by Central, branch and member libraries and most OCC materials are eligible for interlibrary loan.

Some of the standard verification tools are as follows:

1.	Gaylord titles fiche and interim fiche	fiche - or fi
2.	OCPL COM Catalog and supplements for author, title, subject access to holdings of participating members	OCPL COM
3.	Books in Print	BIP
4.	Forthcoming Books in Print	FCB
5.	Cumulative Book Index	CBI
6.	National Union Catalog	NUC
7.	Online Computer Library Catalog	OCLC
8	Other	

All requests for books should be checked in the first two of these verification tools to establish local ownership. Book titles not found either on fiche or OCPL COM should be checked in whatever pertinent bibliographies are available to the requesting library.

501.2 REQUESTING MATERIALS: MAGAZINES

Eligible for interloan are *all* requests verified and in compliance with the copyright law.

Procedures are identical for borrowing and lending of magazines owned within OCPL or borrowed from elsewhere. Magazines are not interloaned via the Gaylord Circulation Control System.

Requests for magazines are limited to specific articles; entire issues are generally not available. Citations should be verified in one of several standard sources. Up to 25 pages of photocopy are provided without charge from OCPL libraries. Requests made to libraries outside OCPL and/or for articles in excess of 25 pages may be subject to fees. (ILL staff will notify the library and patron before proceeding with those requests). Requests *must* comply with existing copyright law; requests not in compliance are refused.

Locally-owned magazines are listed on the OCPL Union List of Serials (OCPL-ULS). Magazines not available from an OCPL member are searched in libraries outside the system. If a patron requests an entire issue of a particular magazine, ILL attempts to secure a photocopy of the table of contents for that issue. The patron then selects the article desired. Copyright law prohibits the photocopying of entire issues of magazines.

Borrowing libraries are responsible for keeping records on photocopies requested and received, in compliance with the copyright law.

Some of the standard verification tools for magazines are:

1.	Readers' Guide to Periodical Literature	RG
2.	Magazine Index	Mag I
3.	Essay & General Literature Index	EGLI
4.	Business Periodical Index	BPI
5.	Business Index	Bus I

In addition, the bibliography accompanying a book or article may be used; give complete citation--page number and complete title of book or article.

501.3 REQUESTING MATERIALS: NON-PRINT

Available for loan are all circulating recordings owned by Central, branch and member libraries and all circulating 8mm films owned by the Central Library.

Recordings: (tape & disc) records and cassettes owned by OCPL libraries are listed on the Gaylord titles fiche and OCPL COM. (See Sec. 2010 for search helps for finding on the Gaylord fiche recordings acquired prior to Summer 1981.)

16mm and 8mm films and videos held in Central and member libraries are listed on the fiche and the COM. For 16mm films see also the AV Film Catalog.

The availability of microfiche and microfilm varies considerably depending on the lending policies of the owning library. Due to their fragile formats, recordings and films are generally *not* pursued outside OCPL. To borrow 16mm films and/or videos, see Section 2040. Microform requests may be searched outside OCPL. Their availability for loan is subject to the same restrictions governing books and magazines.

Some of the verification sources are:

1.	Gaylord titles fiche	fi
2.	OCPL COM	COM
3.	Phonolog	

501.4 REQUESTING MATERIALS BY SUBJECT:

Requests for materials on a particular subject are generally searched within the holdings of the Central Library. ILL staff attempts to select materials (including books, magazines, and non-print) appropriate to the patron. Because of the variance in specific needs, it is essential that ILL staff have as much information as possible, including the patron's status (grade school or college) and background (professional or hobbyist). In addition, it is essential to know whether or not a search of the subject section of the OCPL-COM has yielded any fruitful information. The ILL staff does not want to duplicate materials already found for the patron.

When appropriate, subject requests may be returned to the library for consideration of a database search. (See Appendix 2). It is understood that while ILL staff are willing to assist as much as possible, research for school papers and homework assignments is not undertaken.

Verification source is:
OCPL COM COM

502.0 VERIFICATION

In order to request materials outside of OCPL, ILL must cite proof that the material exists and that all the information is correct. This is called "verification."

BOOKS IN PRINT is generally acceptable. READER'S GUIDE, TWENTIETH CENTURY AUTHORS, BOOK REVIEW DIGEST, FICTION CATALOG, WHO'S WHO IN AMERICA, or other verification tools should also be used. Note on the request slip the reference sources used, indicating by a "0" if the search was unsuccessful. This will avoid duplication of effort.

If unable to verify a title, try to obtain more information from the patron. New or old? On the "Today Show" recently? What's it about? Where did the patron hear of it? Only local searches can be done for unverified requests.

ABBREVIATIONS FOR MOST-USED SOURCES OF VERIFICATION:

Anybook, Inc.	Anybook
Art Index	Art I
Biography Index	Biog I
Book Publishing Record	BPR
Book Review Digest	BRD
Books in Print	BIP
Cumulative Book Index	CBI
Education Index	Ed I
Essay and General Literature Index	EGLI
Fiction Catalog	FC
Forthcoming Books	FCB
Library Journal	LJ
Library Literature	Lib Lit
On-line Computer Library Center	OCLC
Paperbound Books in Print	PBIP
Play Index	Play I
Public Library Catalog	PLC
Publisher's Weekly	PW
Reader's Guide	RG
Short Story Index	Short Story I

SYSTEM REFERENCE TOOLS:

Gaylord Titles Fiches	Fi
OCPL COM	COM
Union List of Serials	OCPL-ULS

503.0 COMPLETING ILL FORMS:

A. Books

1. Call number (as it appears on the fiche and/or OCPL COM).
2. Author's full name, last name first.
3. Title--as complete as possible, without abbreviations.
4. Publisher, date, and price, if currently in print .
5. Client status--especially helpful in finding substitutes to know if the "student" is in college or in third grade.
6. Substitute acceptable: If the requested title is not available, is a substitute OK? If patron suggests acceptable substitute, include here.
7. Not needed after: Indicate a cut-off date, if there is one.
8. Date: Date request was taken at the library. (Information vital to tracking requests and providing status reports.)

9.-11. Patron's phone number, name, and address: Occasionally need to contact the patron directly.

12. Library: REMEMBER TO INDICATE WHERE TO SEND MATERIALS! Write library name on all request slips for each new batch to ensure inclusion on submitted requests.

13. By__________: It's helpful to know who took the request in case there are questions.

14. Verification: Each library is expected to check the verification at its disposal before sending a request to OCPL-ILL. If the item appears on fiche, and/or OCPL-COM, list *all* control numbers.

B. Magazines

2.-3. Include complete title of the periodical without abbreviations.

2.-3. Give the author, title of the article, the volume, page, and date.

14. Give verification.--i.e., from READER'S GUIDE, give volume in which article was listed, etc.

C. Non-Print (Discs/Casettes), Art prints, and other non-print

2.-3. Give artist and title, whenever applicable.

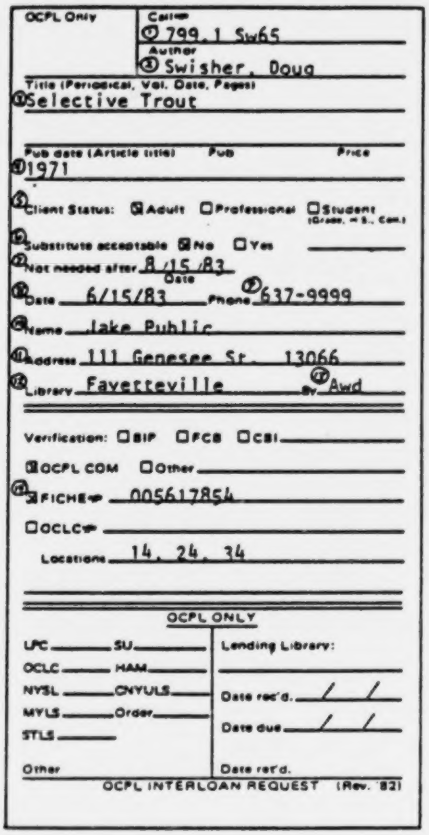
6. Specify if only a particular artist is acceptable.

14. Give control number as it appears on fiche (see Section 2010).

D. Subject

1. Exhaust local resources (including encyclopedias and periodicals) before submitting a subject request .
2. Be as specific as possible, giving restrictions, purpose, age level, or any other information pertinent to the selection of appropriate material.

A. Books



OCPL Only

Call# ① 799.1 Sw65

Author ② Swisher, Doug

Title (Periodical, Vol. Date, Pages)
③Selective Trout

Pub date (Article title) Pub Price
④1971

⑤Client Status: ☒Adult ☐Professional ☐Student (Grade, H.S., Col.)

⑥Substitute acceptable ☒No ☐Yes

⑦Not needed after 8/15/83 Date

⑧Date 6/15/83 Phone ⑨637-9999

⑩Name Jake Public

⑪Address 111 Genesee St. 13066

⑫Library Fayetteville By ⑬Awd

Verification: ☐BIP ☐FCB ☐CBI

☒OCPL COM ☐Other

⑭☒FICHE# 005617854

☐OCLC#

Locations 14, 24, 34

OCPL ONLY

LPC SU

OCLC HAM

NYSL CNYULS

MYLS Order

STLS

Other

Lending Library:

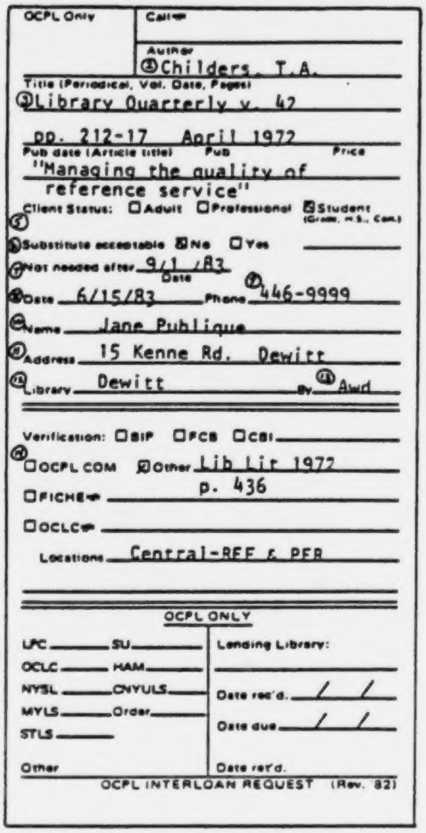
Date rec'd. / /

Date due / /

Date ret'd.

OCPL INTERLOAN REQUEST (Rev. '82)

B. Magazines



OCPL Only

Call#

Author ②Childers, T.A.

Title (Periodical, Vol. Date, Pages)
③Library Quarterly v. 42
pp. 212-17 April 1972

Pub date (Article title) Pub Price
"Managing the quality of
reference service"

⑤Client Status: ☐Adult ☐Professional ☒Student (Grade, H.S., Col.)

⑥Substitute acceptable ☒No ☐Yes

⑦Not needed after 9/1 /83 Date

⑧Date 6/15/83 Phone ⑨446-9999

⑩Name Jane Publique

⑪Address 15 Kenne Rd. Dewitt

⑫Library Dewitt By ⑬Awd

Verification: ☐BIP ☐FCB ☐CBI

⑭☐OCPL COM ☒Other Lib Lit 1972
p. 436

☐FICHE#

☐OCLC#

Locations Central-REF & PER

OCPL ONLY

LPC SU

OCLC HAM

NYSL CNYULS

MYLS Order

STLS

Other

Lending Library:

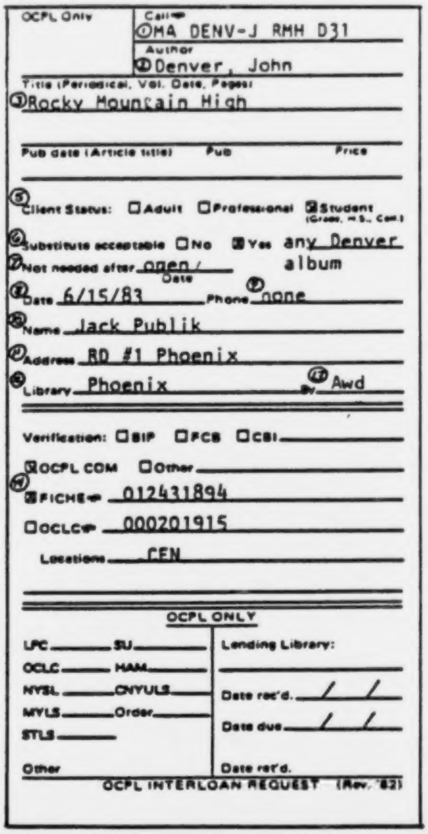
Date rec'd. / /

Date due / /

Date ret'd.

OCPL INTERLOAN REQUEST (Rev. '82)

C. Non-print



OCPL Only

Call# ①MA DENV-J RMH D31

Author ②Denver, John

Title (Periodical, Vol. Date, Pages)
③Rocky Mountain High

Pub date (Article title) Pub Price

⑤Client Status: ☐Adult ☐Professional ☒Student (Grade, H.S., Col.)

⑥Substitute acceptable ☐No ☒Yes any Denver album

⑦Not needed after open / Date

⑧Date 6/15/83 Phone ⑨none

⑩Name Jack Publik

⑪Address RD #1 Phoenix

⑫Library Phoenix By ⑬Awd

Verification: ☐BIP ☐FCB ☐CBI

☒OCPL COM ☐Other

⑭☒FICHE# 012431894

☐OCLC# 000201915

Locations CEN

OCPL ONLY

LPC SU

OCLC HAM

NYSL CNYULS

MYLS Order

STLS

Other

Lending Library:

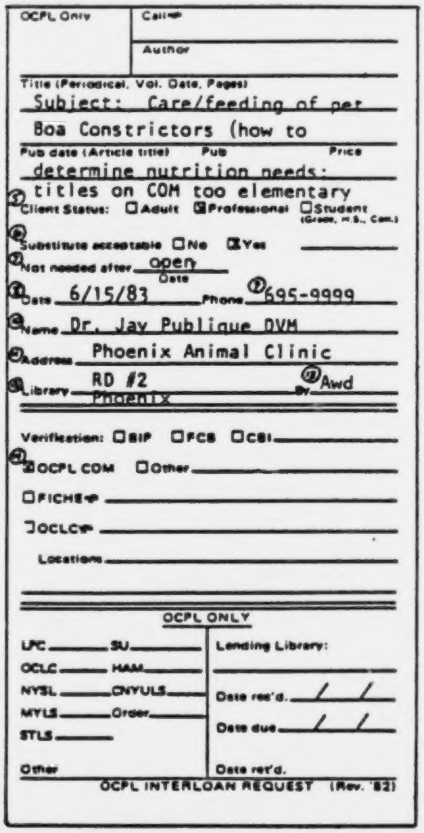
Date rec'd. / /

Date due / /

Date ret'd.

OCPL INTERLOAN REQUEST (Rev. '82)

D. Subject



OCPL Only

Call#

Author

Title (Periodical, Vol. Date, Pages)
Subject: Care/feeding of pet
Boa Constrictors (how to

Pub date (Article title) Pub Price
determine nutrition needs:
titles on COM too elementary

⑤Client Status: ☐Adult ☒Professional ☐Student (Grade, H.S., Col.)

⑥Substitute acceptable ☐No ☒Yes

⑦Not needed after open Date

⑧Date 6/15/83 Phone ⑨695-9999

⑩Name Dr. Jay Publique DVM

⑪Address Phoenix Animal Clinic
RD #2
Phoenix

⑫Library By ⑬Awd

Verification: ☐BIP ☐FCB ☐CBI

⑭☒OCPL COM ☐Other

☐FICHE#

☐OCLC#

Locations

OCPL ONLY

LPC SU

OCLC HAM

NYSL CNYULS

MYLS Order

STLS

Other

Lending Library:

Date rec'd. / /

Date due / /

Date ret'd.

OCPL INTERLOAN REQUEST (Rev. '82)

504.0 ILL OFFICE ACTIVITY:

Upon receipt in the ILL Office incoming requests are counted and sorted.

Requests with control numbers are checked for item availability on ILL's Gaylord terminal. Materials presently available in the Central Library are searched and issued; those available at other automated locations or in circulation are reserved. If the title is found to be on order or has numerous reserves against it, the request is returned to the library. These requests can be resubmitted at a later date, or the librarian might well reconsider her/his decision on purchase of the title.

Materials not available through the Gaylord Circulation Control System are checked in the Locator file in Technical Services. Titles found to be owned by non-automated members are requested and sent directly to the borrowing library by the owning library. ("Requests to borrow"--form #107-81 rev.)

When a title is not found within the system, it is searched against the OCLC database and the NYSL on-line catalog which provide title/author book verification. In addition, OCLC identifies where books, magazines, and non-print holdings are held throughout a membership of thousands of libraries.

505.0 BORROWING FROM MEMBER LIBRARIES

Materials from automated libraries for non-automated libraries are sent to the ILL Office in response to Gaylord reserves. These materials are issued to the requesting libraries. The original "green slip" accompanies the item with the date due indicated. "Date due" is the date the item should be returned to the owning library. Direct returns to the owning OCPL library; do not return them to the ILL Office, unless specifically requested to do so. Patrons do not need to return photocopies.

Materials from non-automated libraries for other members are sent *directly* from the owning library to the borrowing library in response to "REQUESTS TO BORROW" cards. ILL returns the "green slip" upon receiving notification that the loan has been sent. The lending library indicates the date by which the item should be returned. Returns are sent directly to the owning library.

505.1 BORROWING FROM OUT OF SYSTEM LIBRARIES

Branches will receive requested materials directly from the lending library. ILL will return the "green slip" and notify the borrowing library that the item has been shipped. It should arrive within three weeks of notification. The borrowing library will be responsible for unpackaging it and preparing it for circulation. Photocopies need not be returned.

Automated libraries should circulate the item utilizing their own temporary barcode label, which will insure circulation control and direct the item back to the requesting library, should the patron return it to another location. Non-automated libraries should attach a temporary identification to the item and circulate it in their manual circulation system.

Upon completion of the loan, the item will be returned to the ILL Office. *It is important that all accompanying forms and cards, including the lender's return address label, accompany the item to ILL.* The staff at ILL will prepare the item for shipment and return it to the lending library.

Materials borrowed from the NYSILL network are, however, the responsibility of the borrowing library and must not be returned to the ILL Office. The packaging used for the delivery of NYSILL materials to the borrowing library can be used for the return of these materials. (See Appendix 4 for the current list of NYSILL libraries and their mailing addresses).

Borrowing libraries are at *all times obligated* to circulate the loan as per the conditions of the lending library and must comply with the due date as established by the lending library.

505.2 LENDING OUT OF SYSTEM

In addition to processing requests for materials from OCPL members, the ILL Office processes requests from non-OCPL libraries.

When a request is received from a non-member the ILL staff determines the location and availability of the desired item. The owning library is contacted and requested to send the material to the the ILL Office.

The item is issued to the borrowing library for a 4-week period. Overdues, when necessary, are sent either by the Gaylord Circulation Control System or by ILL staff. Should the borrowing library fail to return the item, or return it damaged, the ILL staff contacts the owning library to have a bill generated.

505.3 LOAN PERIODS

Materials owned locally and issued by the ILL Office carry a 4-week loan period. (This takes the delivery schedule into account and is intended to allow ample *time* for use *and* return.) Loans from non-automated members may be for a shorter or longer time. Loans between automated libraries correspond to the standard loan period of the lending library.

Libraries that lend from outside OCPL have varying loan periods. Borrowing libraries *must* comply with the limits established by these libraries. Librarians and staff should not issue the material for a loan beyond the indicated due date.

505.4 RENEWALS

In all cases, renewals should be requested *before* an item becomes overdue.

The willingness to renew is the prerogative of the owning library; renewals are not automatic. For materials obtained from within the system, check item availability on the Gaylord Circulation Control System or if a non-automated library, contact by telephone.

Non-automated libraries should contact the ILL Department so the renewal may be entered into the Gaylord System. The borrowing library should have the complete item number (from the barcode label on the item) at hand before calling ILL.

Renewals for materials obtained from outside the system are handled through the ILL Dept. The renewal request usually takes several days to process. In the interim, the patron is allowed an extension of 3-5 days on the original loan. For those materials received from NYSILL libraries, the borrowing library should contact the lender directly by phone or mail. (See Appendix 4.)

506.0 STATISTICS

State Annual Reports require the compilation of the following ILL statistics:

1. number of requests *submitted*, including those placed through the Gaylord Circulation Control System
2. number of requests *filled*, including those filled through the Gaylord Circulation Control System
3. total number of items *received*, with a breakdown by book, magazine, films and filmstrips, recordings (discs and cassettes), materials for the blind, and other.

Statistics reflecting transactions between automated libraries are provided in the monthly and annual Gaylord Reports. Automated members borrowing manually and non-automated libraries are responsible for compiling their manual statistics on a monthly basis (form #155-81). The ILL staff count and sort incoming requests and tabulate filled requests. However, the staff of the ILL Office does not maintain a count for individual libraries.

507.0 WANT LISTS

A want list consists of titles that OCPL-ILL has had difficulty in locating and obtaining from other libraries. Generally the titles are older fiction works and non-classified paperbacks that do not appear in either the locator file or on the Gaylord Circulation Control System. If a requested title is on the library's shelf, send it to ILL to fill the request. If the title is out in circulation, indicate if a reserve has been placed.

APPENDIX 1

MOST COMMONLY ASKED QUESTIONS

1. Abbrevations?

NIF	"Not in file" (control # no longer active)
NIL	Not in library (not owned)
NOS	Not on shelves (owned, but not available)
O.O.	On order
"X"	Traveling collection

2. Timing?

It depends. Items that are on the shelves of Central at the time the request is received, are issued within a day. Materials "in" at other system libraries might take a week. For materials currently in circulation, the wait may be 3-4 weeks. To search, locate, and secure an item from out of system may take a month or more.

3. Cost?

The ILL service is *free* to all residents of Onondaga County. The only time there will be a charge is when the lending library charges an access fee and the patron has, before borrowing the item, agreed to pay any cost involved.

4. Overdues?

Gaylord generated overdues are mailed to patrons of automated libraries and to non-automated libraries when items are about three weeks past the due date. However, for materials borrowed from out of system, ILL staff will phone borrowing libraries when the item is one-week past the *lender's* due date. Due dates are important. Phone calls and notices should not be treated lightly.

5. Lost Materials?

The replacement of a lost or damaged item is the responsibility of the borrowing library and its patron.

Whenever the loss of locally-owned material occurs, the borrowing library notifies the owning library, which determines price.

If loss of material borrowed from a library outside the system occurs, notify ILL at the *earliest* possible opportunity. ILL staff will contact the lending* institution and upon receipt of bill will notify borrowing library of all details.

6. Limitations?

No more than 10 requests should be "in the works" for any one patron at any one time.

7. Older Fiche?

Back copies of OCPL COM and Gaylord titles fiche may be passed on to neighboring schools and organizations or may be sent to the ILL Office for distribution to libraries outside the system.

---

*NYSILL Libraries should *always* be contacted directly by the borrowing library.

Database Searches

A database search utilizes a machine readable index to a given body of information and the skill of the searcher to identify and select information in response to an individual's query. The nature of machine readable indexes is such that various concepts related to the specific topic can be combined and searched quickly.

The results may include specific information or annotated bibliographies of books and articles related to the patron's area of interest.

For more information on database searching, see Section 2080.

Forms & Formats

1) "OCPL Interlibrary Loan Request form"--(green slips): all requests made to the ILL Office should be submitted on this form. (Available from OCPL Business Office/Stock Room.)

2) "Reserve from bulk loan"--#4-76: used by the ILL Office to recall material in a bulk loan to a non-automated library.

3) "Request to Borrow/Reserve for ILL"--#107-81 rev.): used to send materials believed to be in one member library's collection to another member library.

4) "Request Cancellation"--#108-77: when it is necessary to cancel a request in progress, the borrowing library may send this card to the ILL Office. (Available from the OCPL Business Office/Stock Room.)

5) "Manual requests statistics"--#155-81: to keep track of manual requests submitted to the ILL Office. On the reverse, libraries note types of materials received and number of total requests filled. (Available from the OCPL Business Office/Stock Room.)

6) "Interlibrary Loan Cancellation Report"--#202-83: notification and explanation of unfilled request.

①

OCPL Interlibrary Loan Request Form

~~ONONDAGA COUNTY PUBLIC LIBRARY~~

89654
SYRACUSE, NEW YORK
PHONE 473-3569
PLEASE TYPE OR PRINT WITH BALL POINT

OCPL Only | Call #

Author

Title (Periodical, Vol. Date, Pages)

Pub date (Article title) Pub Price

Client Status: ☐ Adult ☐ Professional ☐ Student (Grade, H.S., Coll.)

Substitute acceptable ☐ No ☐ Yes

Not needed after / / Date

Date Phone

Name

Address

Library By

Verification: ☐ BIP ☐ FCB ☐ CBI

☐ OCPL COM ☐ Other

☐ FICHE #

☐ OCLC #

Locations

OCPL ONLY

LPC SU
OCLC HAM
NYSL CNYULS
MYLS Order
STLS
Other

Lending Library:
Date rec'd. / /
Date due / /
Date ret'd.

OCPL INTERLOAN REQUEST (Rev. '82)

---

③

"REQUEST TO BORROW/RESERVE FOR ILL"

OCPL-ILL has a request for this book. If your copy is in, send it to ________. If it's unavailable, send the card to the next circled library. If no longer owned, mark "WD". Call #
Lending library please return this card to ILL.

Author

Title

Not needed after

BKM		BR	CA	CI	ES	EL	FA	FY	H
J	LA	MAR	MI	NS	ON	OW	PH	SA	T

#107-81 (rev.)

---

②

"Reserve from Bulk Loan"

TO:

The OCPL Interlibrary Loan Office has a request for a book in your current "X" collection.

If it is in, please send it to OCPL-ILL. If not, please reserve and send it to OCPL, when available. Thank you.

AUTHOR

TITLE

CALL NO.

OCPL #4-76

---

④

"Request Cancellation"

TO:

FROM:

Please cancel our ILL reserve for:

Author

Title

Call #

OCPL #108-77

⑤

"Manual requests statistics"

____
Month

Requests Submitted	#Items Rec'd	#Items Lent

OCPL #155-81

⑥

"INTERLIBRARY LOAN CANCELLATION REPORT"

____Material is too new to interloan--request again in 3 months.

____Material is on order--request again in 2 months.

____Not available thru System, NYSILL, or OCLC.

____Unable to locate this title.

____Cannot borrow whole issues of periodicals--please supply the following additional information:

____

____Unable to fill request within specified time limit.

____Request delayed in System. Please re-submit along with original request form if still wanted.

____Unable to verify request as cited. Can your patron supply the following additional information:

____

____Non-circulating at the following library:

____

____Out-of-print. Cannot locate circulating copy.

____Cannot locate this particular title, but are sending substitute(s) which we hope your patron can use.

____Other:

____

OCPL #202-83

APPENDIX 4

Member libraries of the New York State Interlibrary Loan Network (NYSILL)

New York State Library
Cultural Education Center
Empire State Plaza
Albany, NY 12230

American Museum of Natural History
Central Park West and 79th Street
New York, NY 10024

Buffalo & Erie County Public Library
LaFayette Square
Buffalo, NY 14203

Columbia University
Morningside Heights
New York, NY 10027

Cornell University
Olin Library
Ithaca, NY 14850

Engineering Societies Library
145 East 47th Street
New York, NY 10017

New York Public Library
The Research Libraries
5th Avenue and 42nd Street
New York, NY 10018

New York University
Washington Square
New York, NY 10003

Teachers College
525 West 120th Street
New York, NY 10027

Union Theological Seminary
3041 Broadway
New York, NY 10027

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600.0 BUSINESS OPERATIONS

601.0 EQUIPMENT

Equipment is defined by the County Purchasing Department as having a unit cost of $50 or more and an estimated useful life of 1 year or more.

Equipment must be requested in the annual budget. The Director of Administrative Services sends out the appropriate forms for annual budget requests in the Spring for the next fiscal year and notifies branches and departments of the equipment purchases approved at the beginning of the new fiscal year.

All orders must be approved and placed by the County Purchasing Department as required by municipal purchasing law.

Never give an order directly to a sales representative or vendor. Failure to comply could result in financial liability on the part of the staff member placing the order.

In the event that equipment needs maintenance or repair, complete and send Form #159-81 (Appendix 1) to the Business Office.

2.0 BUILDING AND EQUIPMENT MAINTENANCE REQUESTS

All requests for building maintenance and delivery must be made on form #157-81 (Appendix 5). The form must be submitted in duplicate to the attention of the Head of Maintenance/Central Library.

The Maintenance Department will only accept requests made on form #157-81. Emergency maintenance requests will be accepted via the telephone to the Director of Administrative Services or the Head of Maintenance/Central Library.

When OCPL maintenance personnel are unable to make a repair to a building the Director of Administrative Services or the Head of the Business Office will obtain approval from County Purchasing to contact an outside service repair company. No other OCPL employee is authorized to contact a vendor for service repairs. Failure to comply could result in financial liability on the part of the staff member placing the call.

All receipts and description of repairs or services rendered must be initialed and forwarded to the Business Office immediately upon completion of the services.

603.0 SUPPLIES, EQUIPMENT, REPAIRS, SERVICES

It is imperative that the need for supplies be anticipated. Generally, each branch and department should retain a quantity of supplies sufficient to last *from 1 to 3 months.*

Plan ahead, keep an up-to-date written inventory of supplies and check periodically to ascertain needs.

603.1 ORDERING LIBRARY AND OFFICE SUPPLIES

When ordering supplies from the OCPL Stock Room send all requests directly to the OCPL Stock Room on OCPL form #221-86 (Appendix 2). If requests are submitted to the Business Office with money, receipts or other communications, the order might be delayed.

Each item ordered should be clearly identified. Include, as appropriate, OCPL form number, a sample of the item needed, size, color, amount, serial number, etc.

Orders for special supplies not carried in the OCPL Stock Room should be sent to the attention of the Head of the Business Office.

Note that the use of petty cash for routine supplies is not allowed. Rush orders for routine supplies are not accepted. In an unforseen emergency, contact the Director of Administrative Services.

603.2 ORDERING MAINTENANCE AND CLEANING SUPPLIES

For maintenance and cleaning supplies carried in the Maintenance Department at the Central Library or in the Business Office/Stock Room, use order sheets #213-84 and #214-84 (Appendices 3 & 4).

The order sheet for the Business Office/Stock Room (#213-84) should be sent directly to the OCPL Stock Room. The form for the Maintenance Department (#214-84) should be sent to Head of Maintenance/Central Library. Order lists for the week should be placed in the Monday delivery.

Requests for maintenance and cleaning supplies not listed on the order sheets should be submitted in duplicate to the Head of Maintenance on OCPL Form #157-81 (Appendix 5).

603.3 STOCK ROOM HOURS

The Stock Room is open Monday through Friday 9 - 10:00 a.m. and 1 - 3 p.m. Items to be picked up by Central and Annex Departments should be obtained during these hours.

603.4 BOOK BAGS

OCPL book bags are available for sale at all libraries for 30¢. Request additional bags by sending orders directly to OCPL/Stock Room. Use "I" Reason Code in the *Fees & Fines* function to record sales of OCPL bags. DO NOT record amount on the Cash Receipts Transmittal Form when sending funds to the Business Office. (See 609.0 for procedure on handling.)

604.0 CONTRACTED SERVICES

Branch Heads are responsible for maintaining a log of the dates services such as snowplowing, window washing, dry cleaning, etc. are performed. Bills are sent to the branch for verification; if correct, sign and send to the Business Office for payment.

No payments will be authorized without verification by the Branch Head.

605.0 LONG DISTANCE TELEPHONE CALLS

Unit Heads making or authorizing a long distance telephone call should report the call to the Business Office in writing, on Form #215-84 (Appendix 6), on the last working day of each month. The Business Office maintains a record of all long distance calls in order to verify the monthly telephone bill.

606.0 MAIL

Branches, satellites and the Central Library should send all outgoing mail to the Business Office where it is run through the postage meter and mailed.

Branches and satellites should send outgoing mail in especially marked "RUSH" envelopes. Only one "RUSH" envelope is to be sent from each Branch in each delivery.

All departments in the Central Library should leave outgoing mail in the box located near the circulation desk on the first floor. This mail is picked up daily at 9:30 a.m., 12:30 p.m. and 2:30 p.m. and then delivered to the Business Office for postage.

BULK MAILINGS

Discretion must be exercised in requesting bulk mailing privileges, for although less expensive than the standard rate it amounts to a real budget consideration.

Third class bulk mail processed under OCPL's permit, must meet the United States Postal Service regulations 610 through 694 pertaining to Third-Class Mail. The guidelines below must be followed.

1. Each piece of mail (letter, postcard, folded flyer, etc.) must be identical in size, weight and content.
2. The return address on the outside of each piece of mail must be that of the permit holder; therefore, it must be
   Onondaga County Public Library
   327 Montgomery St.
   Syracuse, NY 13202
3. Only libraries in the System are eligible to use OCPL's bulk mail permit. Friends groups are not eligible.
4. Program announcements may include the address of the sponsoring library to indicate the location of the program.
5. All return mail (donations, questionnaires, etc.) solicited in a bulk mailing message must be sent to the address of the permit holder (OCPL at 327 Montgomery St.)
6. To qualify for the 3rd class bulk mail rate each mailing must contain a minimum of 200 pieces. The pieces must be arranged numerically by zip code.

   Ten or more pieces with the same 5-digit zip code must be bundled together (both length and width) with heavy twine or rubber bands. But, the bundles must not be more than 4" thick. A slip of paper indicating the zip code and the number of pieces in the bundle must be attached.

   If all 200 pieces have the same zip code they must be packed in 4" bundles.

   If there are not 10 or more pieces with the same 5-digit zip code, combine pieces by the first 3 digits of the zip code. Use the same bundling guidelines.

   After sorting 5-digit and 3-digit zip codes, any miscellaneous zip codes that remain may be bundled and labeled "mixed zip codes."

On a separate sheet of paper indicate the total number of pieces in the mailing.

INTEROFFICE MAIL

Unless specifically needed by a particular individual, material should not be so identified; rather, just addressed to the department or branch. This helps alleviate delays due to individual absences.

Memos and other informal written communication should be addressed first to the department or branch and then to the individual (if necessary)--i.e. Petit--James Doe.

The distribution and opening of mail should have top priority each day.

COUNTY DEPARTMENTAL MAIL

Mail destined for the Civic Center, County Office Building, or other County facilities should *not* be placed with interoffice mail. *Hand carry all County mail to the Business Office prior to 3 p.m. for that day's delivery.*

607.0 DELIVERY

SCHEDULE

OCPL delivers to branches 5 times a week, to member libraries located within Onondaga County 4 times a week and to satellites and Phoenix, Hannibal and Oswego three times a week.

Changes in the delivery schedule are announced via Information memos. For answers to specific questions or the most current schedule, contact OCPL's Director of Administrative Services.

All libraries will be contacted by telephone if inclement weather or an emergency causes the cancellation of a scheduled delivery.

PACKING LIBRARY MATERIALS FOR DELIVERY

OCPL provides canvas book bags for transporting library materials via the OCPL delivery system. If additional bags are needed, they should be requested from the driver. The drivers try to carry extra bags on the trucks. Never use paper bags or cardboard boxes to transport materials.

Special attention must be paid when packing the bags to distribute the weight of the materials evenly so they don't tip over during transport. Books should be stacked, not tossed, into the canvas bags.

Films should be placed on top of the books because the drivers separate them into another bag once on the truck.

Recordings should be placed upright along the inside of the bag.

No more than 3 framed art prints should be placed in a carrying case.

Routing slip should be secured by using tape to hold it to the rubber band only, not to the plastikleer cover of the book or record.

SENDING MAIL

Interlibrary mail must be placed on the top of the bag so it can be immediately separated by the drivers.

Branches and satellites must place mail to be stamped in the accordion envelope marked "RUSH." These envelopes should be the last item placed on top of a canvas bag.

Departments of the Central Library place materials for the delivery on the designated shelf in each department.

SENDING MONEY VIA DELIVERY

Cash should never be placed in the canvas bags. Branches and satellites must use cloth cash bags with the lock device.

All checks must be placed in a sealed envelope and then given directly to the driver so that it will be hand-delivered to the person whose name is indicated on the envelope. See also 609.0.

All money transmitted from Central to the Business Office must be hand-carried in a cloth cash bag or properly addressed envelope.

BOCES

OCPL delivery is utilized by the Liverpool BOCES Home Study Program (GRASP). Materials for individual students will be sent through the delivery to a convenient branch or member library. The materials will be marked as in the example below:

TO: Mary Jane Howard
C/O Petit Branch
Please hold for pick up at your circulation desk.

Students may drop off materials to be returned to BOCES. The materials will be marked:

BOCES - Home Study Program
C/O Liverpool Public Library

ABC

The Adult Basic-Learning Center (ABC) uses the OCPL delivery for an urban version of GRASP--"Giving Regional Adults a Study Program." Manila envelope packets addressed to individual students are labelled as follows:

From	ABC Home Study G.E.D.
TO	Jane Doe
c/o	Betts Branch
Date	November 29, 1986

Packets are to be retained for pickup at the circulation desk until the specified date. If a student fails to pick it up within the designated time, return the packet to the Central Library for forwarding to ABC. Pink address labels are provided for this purpose. Cover the original label by placing the pink label over it.

All communications with individual students are handled by ABC staff. For further information, contact Dr. Cynthia Crosby, Coordinator, ABC, 425-4111 or MaryBeth DiFlorio - 425-4520.

LITERACY VOLUNTEERS

Materials owned by and/or destined for Literacy Volunteers may be shipped via OCPL delivery. They should be addressed as follows:

TO: Literacy Volunteers
C/O Beauchamp Branch

608.0 VEHICLES

Due to a limited travel budget and County regulations, requests for the use of a County car or reimbursement for use of a personal vehicle for any library-related out-of-county travel must have prior approval from the appropriate administrator.

608.1 COUNTY VEHICLES

The Head of the OCPL Business Office (Ext. 4495) reserves County motor pool cars for all OCPL personnel.

Although there may be some situations when advance notice cannot be given, two (2) days notice is suggested in order to insure availability. State the time of day that the car is needed and whether travel is local or outside of Onondaga County.

When reporting to the County Motor Pool to pick up a car, the driver will obtain a clipboard with a Vehicle Mileage Reporting Form to complete and return at the end of the trip, along with the keys for the assigned vehicle.

The County Motor Pool does not issue a gasoline credit card. If it is necessary to purchase gas for out of town travel, make arrangements through the Head of the Business Office to obtain a card from the County Executive's Office.

The employee is expected to refill the gas tank at the County pump before returning the vehicle to the Motor Pool and surrendering the clipboard with the completed form and the car keys.

Garage personnel review the completed form before releasing the employee's responsibility. Tolls and parking fees are reimbursable and require receipts.

608.2 PERSONAL VEHICLES

Since OCPL employees have access to County Motor Pool vehicles, authorization to use personal vehicles will rarely be granted.

Employees authorized to use their own cars for OCPL travel must submit a Monthly Vehicle Mileage Reporting Form (VMR) to the OCPL Business Office for reimbursement.

If two or more employees travel together in a car (either motor pool or employee-owned) only one person should budget for vehicle expenses since each cannot be reimnbursed for a portion of the total (i.e. gasoline, tolls, etc.).

Complete the form as follows:

- Enter the vehicle license number and month. (The Business Office will complete the vendor number and reimbursement rate.)
- Enter employee name and Social Security number on the first line. It is not necessary to repeat that information on subsequent lines.
- The Business Office will complete Dept. Code (column 2); all other information on that line should be entered by the employee. For "Use Code" (column 11), enter "B" for business or "C" for commute.
- VMR forms must be submitted at least once a month to the OCPL Business Office. The regular procedure of review and certification for reimbursement follows.
- A supply of VMR Forms (Appendix 8) is available from the OCPL Stock Room. Do not duplicate on a copy machine.

Note: OCPL instructions differ from those printed on the back of the VMR Form; follow those listed above.

The rate of mileage reimbursement complies with the CSEA Contract in effect at that time.

608.3 PUBLIC TRANSPORTATION (airplane, trains, buses, taxi cabs, etc.)

-- Receipts indicating the amount paid, date(s) traveled, name of carrier and points of travel (i.e. Syracuse - NYC or JFK Airport to Hotel, etc.) are required.

-- The County will not reimburse for 1st class air travel.

-- The dates of travel on your receipt must coincide with the inclusive travel dates on the travel authorization approved by the County Executive. If the travel dates change, notify the Business Office prior to traveling.

608.4 OTHER TRAVEL EXPENSES

MEALS

The County currently reimburses the following maximum meal allowances (including gratuities).

Breakfast	$ 5.00
Lunch	$10.00
Dinner	$15.00

Receipts are not required but you must maintain a record of expenditures so that you claim only what you spent.

LODGING

Receipts are required for lodging. If you share a room with another employee, you are both required to have your own receipt in your name.

The County is exempt from sales tax and will not reimburse for this expense. You must obtain a Tax Exemption Certificate from the Business Office prior to traveling. The Certificate must be presented to the desk clerk when you check in.

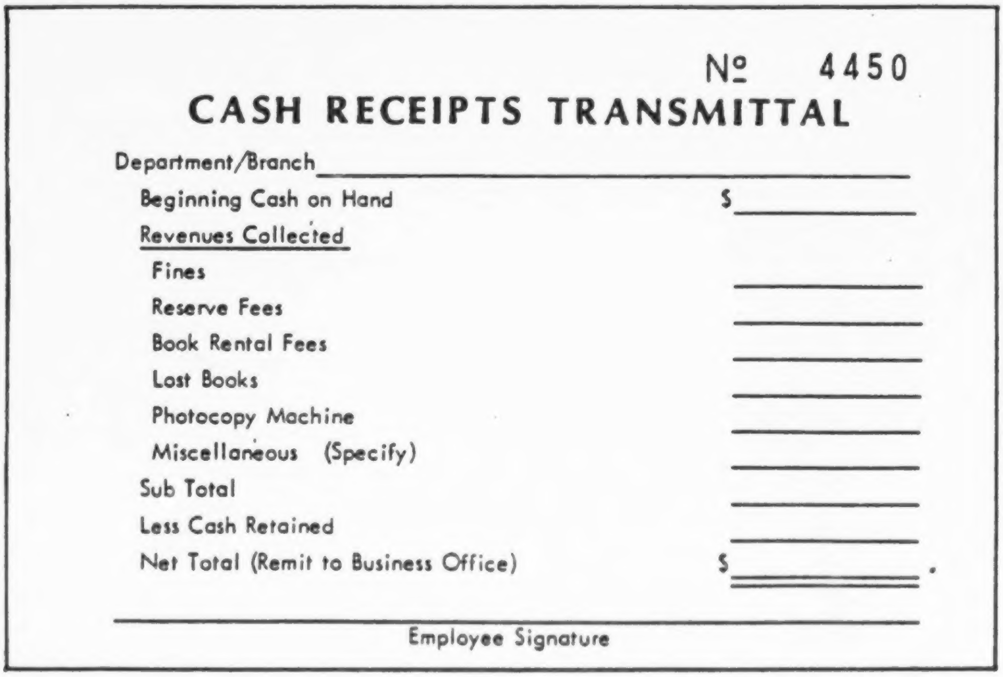
Gratuities for hotels are reimbursable at $1.25 per hotel stay when entering and when leaving. Tips for other lodgings such as motels are not reimbursable.

REGISTRATION

A receipt (cancelled check or confirmation of registration stating amount paid and event) is required for reimbursement.

609.0 TRANSMITTAL OF CASH RECEIPTS TO BUSINESS OFFICE

Branches, satellites and all Central Departments collecting money from patrons must submit the money to the Business Office with a pre-numbered CASH RECEIPTS TRANSMITTAL slip.



№ 4450

CASH RECEIPTS TRANSMITTAL

Department/Branch____________________

Beginning Cash on Hand	$________
Revenues Collected	
Fines	________
Reserve Fees	________
Book Rental Fees	________
Lost Books	________
Photocopy Machine	________
Miscellaneous (Specify)	________
Sub Total	________
Less Cash Retained	________
Net Total (Remit to Business Office)	$________

____

Employee Signature

Branches and satellites must use the cloth cash bags with the lock device to transmit all funds destined for the Business Office. The locked bags are to be ready for pickup on Tuesday and Friday. If the library is closed on a scheduled pickup day the bag must be sent in the delivery pickup the next day.

All funds to be transmitted from Central to the Business Office must be hand carried in a cloth cash bag or an envelope. If an envelope is used it must be marked "To Business Office" "FROM________."

DO NOT SEND ANY MONEY THROUGH THE INTER-OFFICE MAIL SYSTEM.

CASH RECEIPTS TRANSMITTAL FORM

Line 1 - Department/Branch
Indicate the Branch name and the date.

Line 2 - Beginning cash on hand
This figure will always be the same and is your cash reserve, to be used to make change. You cannot arbitrarily increase or decrease this amount. This can only be done with legislative approval.

*Line 3 - Fines
Any money that is taken as payment for overdue materials.

*Payment for the New York Times or other purchases approved by the Director of Administrative Services, is made from fines.

In order to report the expenditure do the following:

(1) Submit a hand written receipt for the New York Times including the dates purchased. All other approved purchases must have a receipt from the vendor. (Remember, no tax is to be paid.)

(2) Add the amount of the receipts into Line #3, Fines.
DO NOT SHOW THESE EXPENDITURES AS A DEDUCTION ANYWHERE ON THE CASH RECEIPTS TRANSMITTAL FORM.

The reason you do not show these expenditures as a deduction is because the receipt will be replaced by cash in the Business Office before the bank deposit is made.

Line 4 - Reserve Fees
Not applicable.

Line 5 - Book Rental Fees
Not applicable.

Line 6 - Lost Books
The amount paid by a patron for lost materials.

Line 7 - Photocopy Machine
This category is rarely used due to current photocopy procedures; Depts. with Reader/Printers and other special processes such as making copies for patrons will use this line.

Line 8 - Miscellaneous
Any income that is not previously specified above must be written on this line.

Line 9 - Subtotal
Add all columns above this line.

Line 10 - Less Cash Retained
Same as line #2, Beginning cash on hand.

Line 11 - Net Total
Subtract cash retained from line #9 Subtotal.

The Cash Receipts Transmittal Form must be completed and signed by the preparer (do not use initials). The "Beginning Cash on Hand" and "Less Cash Retained" lines will always be the same.

Money derived from the sale of plastic book bags must not be included on the Cash Receipts Transmittal Form. Instead, place the money in a separate envelope and mark the amount and "OCPL Book Bags." The envelope can then be placed in the locked cash bag.

SECURING MONEY

All money must be locked in a metal cash box which must be placed in a locked location (closet, file, etc.) at the end of each business day. The librarian in charge is responsible for securing all money.

Branches and satellites are required to use the Cash Transmittal Log, Form #150-80, (Appendix 7) for all funds sent to the Business Office. The locked cash bag must be kept in the secure location until the driver arrives. The driver will then ask branch personnel for the locked cash bag. Both the driver and branch staff member must sign and date the Transmittal Log. The LOG must be sent to the Business Office in the locked bag at the end of each month.

610.0 REFUNDS

Refunds for recovered items are made only by the OCPL Business Office and only if the items are returned within 90 days of payment accompanied by the original receipt.

Prior to issuance all receipts are stamped indicating that refunds will be made only within 90 days.

Staff do not reimburse the patron, but should send a copy of the receipt with the patron's name and address to the Business Office. The patron is advised that a check will be mailed to him/her within 90 days.

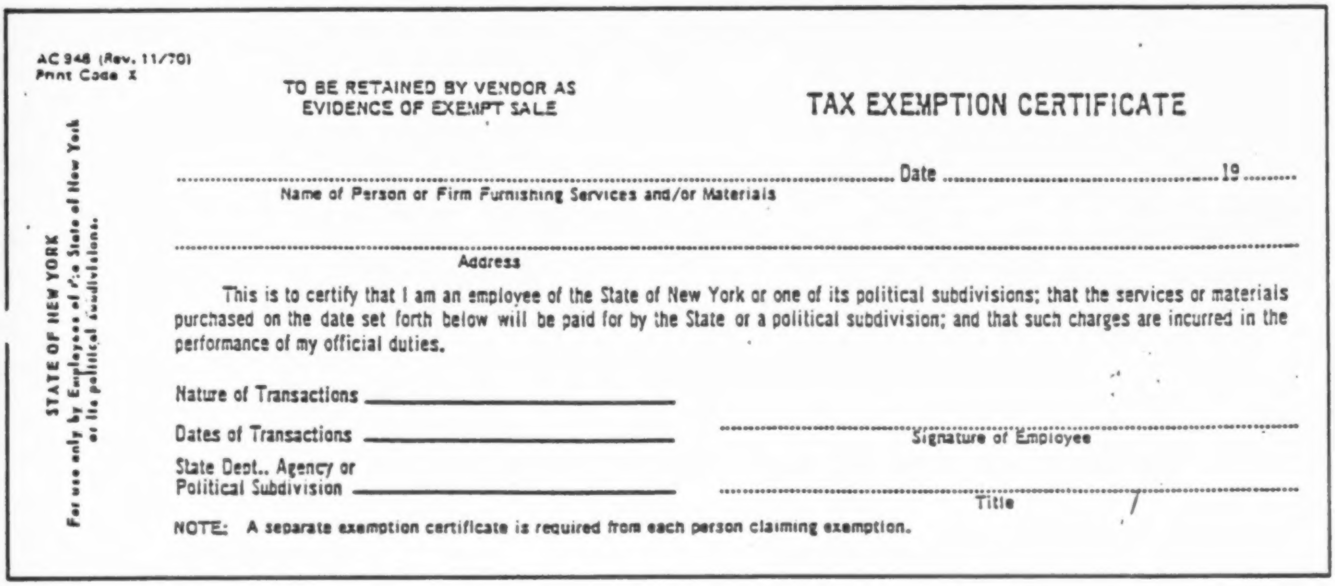
The Business Office should be notified as to the amount that OCPL is to retain in payment for overdue fines.

611.0 SPECIAL FUNDS

For special funds (e.g. Betts, Eastwood), the OCPL Board of Trustees may approve a specified sum for a particular purpose. Requests for such are routed through the Assistant Director or the Director at least 3 weeks prior to a scheduled OCPL Board Meeting.

Allocations for incidental program expenditures--i.e. craft paper, clown make-up, artist materials, etc. are also approved annually through an OCPL Board resolution.

Since Onondaga County is exempt from sales tax charges, OCPL employees authorized to make expenditures from these special funds are advised to obtain a Tax Exemption Certificate (Form AC 946) from the OCPL Business Office prior to making a purchase.



AC 948 (Rev. 11/70)
Print Code X

STATE OF NEW YORK
For use only by Employees of the State of New York or its political subdivisions.

TO BE RETAINED BY VENDOR AS
EVIDENCE OF EXEMPT SALE

TAX EXEMPTION CERTIFICATE

.... Date .... 19.........
Name of Person or Firm Furnishing Services and/or Materials

....
Address

This is to certify that I am an employee of the State of New York or one of its political subdivisions; that the services or materials purchased on the date set forth below will be paid for by the State or a political subdivision; and that such charges are incurred in the performance of my official duties.

Nature of Transactions ______________________

Dates of Transactions ______________________ ....
Signature of Employee

State Dept.. Agency or
Political Subdivision ______________________ ....
Title

NOTE: A separate exemption certificate is required from each person claiming exemption.

ONONDAGA COUNTY
PUBLIC LIBRARY

DATE: ______________

FROM: ____________________

TO: Business Office

RE: Equipment Maintenance/Repair Request

Type of Machine: ______________________________
(ie: Typewriter, Adding Machine)

Make: ____________________

Model: ____________________

Ser.# ____________________

Location of Equipment: ______________________

Description of Problem: ______________________

____

____

____

____

____

OCPL # 159-81

APPENDIX 2

ONONDAGA COUNTY PUBLIC LIBRARY

STOCK ROOM REQUISITION FORM

TO: STOCK ROOM

FOR: ______________________________

(LIBRARY UNIT)

DESCRIPTION OF ITEM	QUANTITY

REQUESTED BY: DATE

APPROVED BY: DATE

OCPL #221-86 rev.

BRANCH ______________________________ DATE ______________

BUSINESS OFFICE STOCK ROOM ORDER LIST

Quantity

__________ Ammonia (Quart)

__________ Bar Soap

__________ Brooms Interior Exterior (Circle One)

__________ Hand Brooms

__________ Replacement Handles for Brooms

__________ Cleanser

__________ 6 oz. Styrofoam Cups

__________ 3 oz. Water Cups

__________ Deodorant Blocks (for Bathroom Stalls)

__________ Disinfectant Spray (Can)

__________ Fantastic Spray Cleaner (Bottle)

__________ Fluorescent Tubes 4 ft. 8 ft. (Circle Size)

__________ Incandescent Light Bulbs (2/pkg)
15 Watt 60 Watt 100 Watt 150 Watt (Circle Wattage)

__________ Insecticide Spray

__________ Liquid Soap Refill

__________ Mop Heads 16 oz. 20 oz. 24 oz. (Circle Size)

__________ Paper Towels - Single Fold (15 pkgs/Case)

__________ Sponges

__________ Spray Bottles with Nozzles

__________ Spray Can Wood/Furniture Polish

__________ Toilet Bowl Cleaner (Quart)

__________ Toilet Paper (96 Rolls/Case)

__________ Toilet Tank Deodorant Block with Hanger (1 Dozen/Box)

__________ Trash Bags Small Large (Circle Size)

__________ Vinegar for Washing Windows (Gallon)

__________ Window Washing Solution

OCPL #213-86 rev.

APPENDIX 4

BRANCH ______________________ DATE __________

MAINTENANCE STOCK ROOM ORDER LIST

Quantity	**Floor & Carpet Supplies**
________	Buffing Pads 16" 21" (Circle Size)
________	Clark 500 Vacuum Cleaner Belts
________	Floor Soap (Gallon)
________	Floor Stripper (Gallon)
________	Floor Wax (5 Gallons)
________	Rug Shampoo (To be used with Carpet Cleaning Machine) (Gallon)
________	Rug Spot Remover/Spray Can
________	Soil Release Pre-cleaning Spot Remover for Rugs (To be used with spray tank) (Gallon)
________	Stripping Pads 16" 21" (Circle Size)
	Bathroom Supplies
________	Sink Washers 1 1/2" 1 1/4" (Circle Size)
________	Sloan Flush Valves A56A A156A B50A
________	Toilet Tank Balls (Rubber Stopper)
________	Toilet Tank Lower Lift Wires
________	Toilet Tank Upper Lift Wires
________	Toilet Tank Water Control Valves
	Electrical Supplies
________	3 Hole Adapters
________	Ballasts Some Sizes (State Size)
________	Duplex Outlets (Female)
________	Single Pole Light Switch
________	Electrical Tape (Roll)
	Lawn/Yard/Snow Supplies
________	Engine Oil 10W - 50 (Quart)
________	Gasoline (Maximum 5 Gallons)
________	John Deere Snow Blower Belts
________	Rock Salt (80 Pound Bags)
________	Spark Plugs J-8
	Cleaning Supplies
________	Cleaning Cloths (3 lbs.)
________	Window Squeeges

OCPL #214-86 rev.

Equipment for Loan	**State Dates Needed**
Carpet Cleaner	
Drill & Bits	
Grease Gun	
Hack Saw	
Hedge Trimmers	
Pick	
Rotating Sander	
Vibrating Sander	
Shovels	
Sledge Hammer	
Staple Gun & Staples	
Tree Saw	
Portable Vacuum Cleaner	
Large Monkey Wrench	
Socket Wrench Set	

Miscellaneous

Quantity

_________ Paint Brushes & Rollers (Some Sizes) State Size

_________ Sand Paper (Some Grades) State Grade

_________ Steel Wool

OCPL #214-86 rev.

ONONDAGA COUNTY PUBLIC LIBRARY
MAINTENANCE/DELIVERY REQUEST

(SUBMIT IN DUPLICATE)

DEPARTMENT/BRANCH ______________________________

DATE OF REQUEST ________________

REQUEST (BE SPECIFIC) ___________________________

____

____

____

____

____

DATE NEEDED ________________

____
Department/Branch Head Signature

- -

FOR MAINTENANCE USE ONLY

APPROVED ________ DISAPPROVED ________

COMMENTS ______________________________

____

____

DATE OF COMPLETION ________________

FORM # 157-81

APPENDIX 6

LONG DISTANCE TELEPHONE LOG

Month of ____________________, 19__

DEPT./BRANCH __________________________________

	Date	OCPL Ext. #	Number Called	City/State	Call - (in min.)
Example	6/1/84	2702	518-474-7700	Albany, N. Y.	8

Submit to the Business Office the last working day of every month.

OCPL #215-84

APPENDIX 7

CASH BAG TRANSMITTAL LOG

Date	Branch Personnel/Signature	Driver/Signature

VEHIC IDENTIFICATION

ONONDAG' COUNTY

MILEAGE REIMBURSMENT

COUNTY VIN NO ________
LICENSE NO ________
MONTH OF ________

MONTHLY VEHICLE MILEAGE
REPORTING
FORM

VENDOR NO. ________
REIMB. RATE ________

TRIP DATE	DEPT CODE	EMPLOYEE NAME	SOCIAL SECURITY	CLIENT OR PURPOSE	FROM LOCATION	TO LOCATION	ODOMETER		MILES TOTAL	USE CODE
							START	END		

APPENDIX 8

TOTAL MILES CLAIMED ______

I HEREBY CERTIFY THAT THERE IS IN FORCE AUTOMOBILE LIABILITY IN S. POLICY COVERING THE VEHICLE USED WHILE UN
COUNTY BUSSINESS SUCH POLICY PROVIDES MINIMUM N.Y. STATE LIMITS OF $10,000 PER. $20,0000 ACC. $5,0000 PROP.

EMPLOYEE SIGNATURE ________________

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700.0 FACILITIES

701.0 SECURING LIBRARY FACILITIES

It is entirely the responsibility of the librarian in charge of a facility at closing time to verify that all doors and windows are locked and other security procedures (money, equipment, etc.) have been followed.

It is the responsibility of the Unit Head to be certain that all staff (including floaters and substitutes) are aware of all security procedures.

702.0 VANDALISM OR BURGLARY

In the event a theft or vandalism of library property occurs at any OCPL department or unit, the incident should be reported to the police by the staff member in charge at that time.

If the Police respond to an emergency at a branch when the facility is closed, the following OCPL personnel will be contacted via OLEIS (Onondaga Law Enforcement Information System). The Police will attempt to reach one person in the order listed:

1. Branch Head
2. Branch Maintenance Worker I
3. Head of Branch Maintenance

(Note: The names and home telephone numbers for these employees should also be posted in the staff area of each branch.) It may be necessary to contact the Director of Administrative Services, or the Director so their home telephone numbers should also be posted.

The names and home telephone numbers for the Head of Central Maintenance, Head of Central, Director of Administrative Services and the Director should be posted in each Central department. In the event of a problem, contact in the order given.

Theft of personal property belonging to staff or patron should be reported directly to the police by the individual concerned and also to the Director of Administrative Services.

703.0 BOMB THREATS

If a bomb threat is received by telephone or otherwise in any OCPL unit, the staff member in charge should take the following steps:

Notify the Syracuse Police Dept.--Telephone 473-3555; 425-6111.
Notify the Director of Administrative Services who will notify the Director.

If the threat appears immediate, the staff member in charge should order everyone to evacuate the building. Otherwise, closing the area or the building and asking patrons and staff to leave will be at the discretion of the Police.

704.0 FIRE SAFETY

Fire safety is the responsibility of all staff. Potential fire hazards should be immediately reported by the Unit Head or by maintenance personnel to the Director of Administrative Services.

All staff should be aware of the following:

1. approved smoking policies for the facility;
2. the maximum capacities for meeting rooms as determined by the Syracuse Fire Department;
3. predetermined exits from each worksite and public area;
4. emergency task assignments (for example, accounting for all scheduled staff, clearing the various public areas, clearing the parking lot, etc.);
5. the location and operation of fire extinguishers;
6. the location of the fire department telephone number and the location of the nearest phone outside the building.

705.0 EMERGENCY PROCEDURES

No amount of planning or precaution can avert all possible "disasters." However, every effort must be made to maintain good housekeeping and avoid fires or accidents related to carelessness. It is also imperative always to be alert to the threat of vandalism, whether to the facility or its contents.

Through the OLEIS system local police have been advised as to whom to call in emergencies. Each facility should have the OLEIS sticker prominently displayed on the exterior of the building.

Smoke detectors and fire extinguishers should be checked regularly.

Each facility should have a *written* and diagrammed evacuation plan. All staff should be oriented in the use of the plan, and evacuation diagrams should be posted so that all employees maintain awareness of escape routes and procedures.

705.1 EMERGENCY PROCEDURES WHEN FACILITY IS OPEN

The following telephone numbers should be placed in a prominent place near a telephone in each branch and unit of the Central Library.

POLICE	425-6111	FIRE	471-1161
Niagara Mohawk	474-5911	Rescue Mission	472-7876 (downtown only)

(It is also possible to dial 9 and then 0 and tell the operator that "This is an emergency, I want . . . I am . . . calling from . . . .")

Library call list -	work	and home numbers *in call order*
Duane Hundley (Central/Annex)	x4498	422-2069
Louis DeLosh (Branches)	x2856	472-3703 (*Beeper - 441-9066)
Marilyn Tucci	x2702	457-1964
Robert Kinchen	x2702	682-7069
Margaret Horner (Branches)	x2702	469-6115
Rodmilla Tuttle (Central)	x3206	675-8332

In the event of a theft or vandalism of library property, the incident should be reported to the police by the librarian in charge at that time. Damage or loss should also be immediately reported to the Director of Administrative Services. If she cannot be reached contact the appropriate Head of Maintenance or the Director concerning a problem that must have immediate attention; for example, broken windows that would leave a building vulnerable. In addition, send a written report to the Director of Administrative Services within 24 hours including:

- a concise description of the emergency
- a description of any damage
- a list of stolen property, including inventory numbers for OCPL property
- a list of repairs needed
- a description of how emergency was resolved; for example, window temporarily boarded up, etc.

*Beeper message should be very brief; as follows:
"This is ____name____ at ____________ Branch. Please call."

705.2 EMERGENCY PROCEDURES WHEN BRANCH FACILITY IS CLOSED

The Police will explain the nature of the emergency to the staff member contacted (i.e. apparent break-in, open window, etc.) That staff member is responsible for responding to the Police Department's instructions. As a safety precaution when arriving at the facility, do not leave the car until police presence is verified.

Once the emergency has been resolved, the employee must:

1. Contact Robert Kinchen, the Library Director (682-7069), regardless of the hour, to provide him with the details of the emergency. If you are unable to reach Mr. Kinchen, contact Marilyn Tucci (457-1964), Director of Administrative Services.

2. On the *work day immediately following* the emergency a written report must be submitted to the Director of Administrative Services by the Branch Head.
   The report must include:
   - who was contacted;
   - date and time;
   - whether or not a staff member went to the branch; (if yes, what time did s/he arrive and leave)
   - the badge number and name of Police Officer who met the staff member
   - a concise description of the emergency (such as--break-in via staff room window);
   - a list of all damage done to the building;
   - a list of all stolen property, including inventory numbers;
   - a description of how emergency resolved (window boarded up, etc.)
   - a list of any repairs needed as a result of the emergency

(Note that employees called in for emergencies will receive compensation commensurate with the terms of the CSEA Contract.)

705.3 EMERGENCY CLOSING

In the event it is necessary to close the library because of weather or some other emergency, the Director will notify two radio stations--WSYR and WHEN--between 6:30 and 7:30 a.m. if possible. He will also notify key staff who will relay the message to Unit Heads and Supervisors who will follow the plan shown below. (All who are involved in advising staff both full-time and part-time should have telephone listings at home for emergency calls.) This same procedure will be followed should it be necessary to close during a work day.

Assistant Director	Consultants including Audiovisual, Technical Services, Typing Pool Supervisor
Head, Central Library	Central Library departments (Art & Music, Reference, Local History, Fiction & Humanities, Business & Industrial, Children's Room, Circulation, Services for the Handicapped
Director, Administrative Services	Business Office Manager, Maintenance Heads
Personnel Administrator	Office Staff and Member Libraries (A-H), Scheduled substitutes for Central and Branches
Consultants:	
Community Services	Office Staff and Print Shop
Children's Services	Office Staff
Field	Branch Heads, Bookmobile Supervisor
Extension	Extension Office Staff, Books-By-Mail
Audiovisual	AV library staff
Technical Services	Office Staff
Secretary to Director	Member Libraries (J-Z)
Unit Heads	All Staff, including pages and homebase floaters

In case of an isolated emergency closing of a public service agency, branch library or Bookmobile, the agency head should contact the Director of Administrative Services who will confer with the Director or Assistant Director to secure permission for closing. When permission has been granted, the librarian-in-charge should notify Community Services.

A checklist of responsibilities for emergency branch closings may be found in Appendix 1.

705.4 PATRON ACCIDENT OR ILLNESS

If a patron is injured or needs medical attention while in library, call police--425-6111. Police cars usually carry first aid equipment. If an ambulance is needed, police will call. Until police arrive, keep patron comfortable--use good judgment. It is advisable not to move person--wait for police.

Whenever a patron has a personal injury accident on library property, record the information listed below. It must be forwarded to the Personnel Department immediately. (See Appendix 4.)

1) Name of patron
2) Address of patron
3) Date and time of mishap
4) Specific location of mishap
5) Nature of mishap (i.e. fall on stairs)
6) Was someone in charge notified? If yes, who?

Since insurance inquiries will be made through the Personnel Office, it is imperative that this information be in OCPL files.

Accidents to patrons on library property, no matter how slight, must be reported by Unit Heads to the Personnel Office. (The report should include name of the injured party, place and time of accident and names of possible witnesses.) Forms for this purpose are available from the Personnel Office.

Specific information should be given to patrons who contend that they have sustained personal injury or property damage on library property as a result of negligence on the part of the Onondaga County Public Library or its staff:

> Patrons, under the law, have a right to file a claim against the County of Onondaga for recovery.
>
> When a patron contacts any member of our staff in this regard, he/she should be advised to contact the office of the Onondaga County Department of Law, 425-2170. Claims are a legal matter, and if a claim should be filed, the County Law Department will investigate and render a decision as to the liability involved.
>
> *Under no circumstances* should any staff member indicate either directly or indirectly that the public library or County of Onondaga will pay a claim, or is liable for such. Patrons should be advised that all claims and future contacts regarding the claims should be made at the Onondaga County Department of Law.

706.0 BUILDING MAINTENANCE

All requests for building maintenance must be made on form #157-81. (See Appendix 5 of Section 600.0) The form must be submitted in duplicate to the attention of the appropriate Head of Maintenance.

The Maintenance Department will only accept requests made on form #157-81. Emergency maintenance requests will be accepted via the telephone to the Director of Administrative Services or the appropriate Head of Maintenance.

When OCPL maintenance personnel are unable to make a repair to a building the Director of Administrative Services or the Head of the Business Office will obtain approval from County Purchasing to contact an outside service repair company. No other OCPL employee is authorized to contact a vendor for service repairs. Failure to comply could result in financial liability on the part of the staff member placing the call.

All receipts and description of repairs or services rendered must be initialed and forwarded to the Business Office immediately upon completion of the services.

707.0 FURNITURE REQUISITION AND PLACEMENT

All gifts and/or purchases of furniture and equipment must be approved by Administration. Requests for furniture must be made via the annual budget request. These are reviewed by the Director of Administrative Services and the appropriate OCPL Administrator. To maintain aesthetic appeal, good traffic flow, and other public service considerations, it is important that approval of the appropriate administrator be requested before moving furniture and equipment.

707.1 INVENTORY

Inventory is subject to County audits and must be correct. In order to maintain the accuracy of the inventory, *absolutely no furniture or equipment is to be moved from any location without prior approval.*

All requests to transfer items must be submitted to the Director of Administrative Services in writing. Requests must include the following information:

1. Item Description (including Serial No. if applicable)
2. County Inventory Number
3. Current Location
4. Transfer Destination

Once the request has been approved, the Director of Administrative Services will make arrangements for the transfer.

707.2 COPIERS

COIN-OPERATED COPIERS IN BRANCHES

The copier is maintained by the distributor. Simple tasks, e.g. filling trays with paper, adding toner and dispersant and checking paper path must be handled by library staff. When checking paper path, extreme caution must be taken not to touch the drum. When in doubt, call the distributor (Tel. # 437-4102) and place "Out of Order" sign on copier.

Calls should be made to the distributor whenever problems occur that cannot be handled by staff. The calls should be made by the professional staff only. The caller shall give the assigned number of the unit, e.g. "Betts, #03." A record of the calls by date and person calling shall be kept by the branch head.

Once a month, the distributor's representative collects money and takes the meter readings. A professional staff member signs the distributor's document and keeps a record of the readings, which are forwarded at the end of the month to the Business Office on Form #171-82 (Appendix 2).

At the end of each month, the librarian takes a reading of patron use (located near coin box). It is a cumulative reading, so statistics from the previous month are kept and subtracted from the current reading in order to get the correct figure for OCPL monthly statistics.

The override "key" may be used to copy materials for library use. These copies are to be kept to a minimum. To recompense patron for loss due to machine malfunction, take necessary number of dimes from fine drawer. Keep record of money owed by the distributor and obtain reimbursal from the representative at month's end. If amount reaches $5.00 in any one month, notify OCPL Business Office.

LOCAL HISTORY COPYING

Due to the nature of its resources, Local History frequently receives requests for articles in books and magazines to be photocopied. Since many of the materials are fragile, all departmental photocopying becomes a staff responsibility and subject to the librarian's discretion.

No material published prior to 1900 will be photocopied and later publications may also be too fragile to sustain photocopying. All transactions are, of course, subject to restrictions imposed by the copyright law, which limits the user to a single coy of any one item.

There is a service charge of 25¢ per shot. Each researcher is limited to 15 pages per day. All orders must be pre-paid.

Copies may be picked up in Local History or will be mailed upon advance payment of 75¢ to cover postage.

A photocopy order and waiver form bearing the patron's signature (Form #83-86 --Appendix 3) is retained by Local History for one year.

08.0 CENTRAL LIBRARY DRIVEWAY AND PARKING AREA

Due to the limited number of parking spaces and the need for the driveway to be kept clear and available for deliveries, all OCPL staff members are requested to adhere to the policies outlined below.

The double-garage is reserved for the Director and OCPL delivery vans; the single garage is reserved for OCPL delivery vans. No other vehicles are authorized to park in the garages at any time. The space in the front of the side door of the Administration Bldg. will be clear and open with no staff parking at any time. This door must be accessible during any emergency. The following OCPL staff positions are authorized to park in the lot on a first-come basis:

- Assistant Director (space reserved)
- Director of Administrative Services
- Personnel Administrator
- Head of Central
- Head of Special Services
- Business & Industrial Department Head
- Local History Department Head
- Reference Department Head
- Head of Patron Services
- Library Assistant (Bus. Office)
- Head of Central Circulation
- Children's Services Consultant
- Field Consultant
- Audiovisual Consultant
- Head of Extension
- Head of Community Services
- Systems Coordinator
- Business Office Manager
- Head of Central Maintenance

Permission may be granted to other staff on a case by case basis; as space permits.

Trustees, VIP's, visitors and others may be permitted parking by prior authorization of the Director or the Director of Administrative Services.

Since parking is on a first-come basis those arriving late are asked to park elsewhere in the downtown area. Do not abandon the car in the driveway and hope that space may materialize. To lessen the need for private cars consultants and other staff are encouraged to use County vehicles for official travel and errands. Arrangements for use can be made with the Head of the Business Office. Personnel authorized to park cannot under any circumstances reassign their space during their absence.

On Saturdays, and after 5:00 p.m., librarians and clerical staff members on duty are permitted to park on a first-come basis. Pages are not to park in the lot at anytime.

Courtesy in parking is always appreciated; i.e. being considerate of the space and access needs of co-workers.

709.0 ILLEGAL PARKING

It may be necessary to attach the following notice to the windshield of illegally parked vehicles.

THIS LOT IS FOR THE USE OF LIBRARY PATRONS

Your license plate number is now on record.
If your car is illegally parked again it will be towed to
Henson's
210 E. Florence Avenue
492-9888

THIS IS THE ONLY WARNING YOU WILL RECEIVE

Unauthorized drivers and vehicles not on library business are given one warning prior to towing. Maintenance staff keep a current list of persons authorized to park by title, name, and license number.

If the driver continues to park illegally, the librarian-in-charge of a branch or the Director of Administrative Services for Central lot should be notified so that she/he may call the designated towing service.

10.0 SNOW REMOVAL

It is the responsibility of the Branch Head and the Head of Central Maintenance to obtain price quotations on snowplowing. The OCPL Business Office determines the form and timetable used for reporting responses each year.

Unless easily accessible to a plow, sidewalks are the responsibility of branch maintenance personnel.

No plowing is undertaken on Sundays, holidays when the library is closed, or when the snowfall is less than 3". The only exception to this is when the snowfall exceeds 18".

Branch Heads and Head of Central Maintenance maintain a log of dates when plowing was performed. The vendor sends bills to the branch or Central Maintenance where they are verified against this log book, signed if correct, and then forwarded to the Business Office for payment.

711.0 MEETING ROOMS

Meeting rooms for library and public use are available at the Central Library (Gates Room) and in the Beauchamp, Betts, Hazard, Soule and White Branches. Meeting rooms are available without charge for educational, civic, patriotic, charitable, public welfare, social and social benefit organizations. However, programs offered or sponsored by the library will have priority.

Community Services and Branch Heads are required to submit on their monthly report a listing of meetings held by outside organizations during the past month. This includes date, time, and name of organization.

Policies for meeting room use are given in Sec. 2180.0 of this Manual.

CHECKLIST FOR EMERGENCY BRANCH CLOSINGS

Personnel Administrator

1. Contact full-time professional and clerical staff to reschedule
2. Contact those Unit Heads to which people are being rescheduled

Branch Head

1. Notify all 103 staff (reschedule or cancel)
2. Notify Community Services
3. Cancel programs, notifying speakers
4. Put up emergency closing sign
5. Arrange for book drop to be emptied
6. Notify payroll clerk if paycheck distribution has to be changed

Community Services

1. Change Newsline, if possible or necessary
2. Notify media as appropriate
3. Notify Reference Department

Director of Administrative Services

1. Tell Branch Head where to reschedule 101 or 103 maintenance personnel
2. Cancel security guard, if necessary
3. Notify drivers to cancel delivery via Head of Central/Annex Maintenance

APPENDIX 2

COIN-OPERATED COPY LOG

(To be completed when Copy Company Representative empties the Coin Box)

Branch____________________

Date	Patron Use Meter Reading	OCPL In-House Use Meter Reading	OCPL Employee Signature

OCPL #171-82

APPENDIX 3

LOCAL HISTORY & GENEALOGY DEPARTMENT
ONONDAGA COUNTY PUBLIC LIBRARY

PHOTOCOPY ORDER & WAIVER FORM
PLEASE READ THOROUGHLY

Subject to restrictions imposed by copyright law and library policy, the Onondaga County Public Library will supply photocopies of articles in reference books and magazines for a service charge of 25¢ per shot. No material published prior to 1900 will be photocopied, and material published after 1900 which is fragile will be copied at staff discretion.

Each researcher is limited to fifteen (15) pages per day. All copies must be prepaid. Copies may be picked up in the department or mailed upon advance payment of 50¢ to cover postage.

********** YOUR SIGNATURE IS REQUIRED AT THE BOTTOM OF THIS PAGE! **********

NAME (PRINT) ______________________________

STREET ADDRESS ______________________ PHONE NO. __________

CITY ______________ STATE ________ ZIP ______ AMOUNT PAID __________

PICK UP AT LIBRARY ☐ or MAIL ☐

Book call no.

AUTHOR OR PUBLICATION ______________________

TITLE or ARTICLE ______________________

VOLUME NO. ______ PAGES ______________________

NOTES ______________________

Book call no.

AUTHOR or PUBLICATION ______________________

TITLE or ARTICLE ______________________

VOLUME NO. ______ PAGES ______________________

NOTES ______________________

Book call no.

AUTHOR or PUBLICATION ______________________

TITLE or ARTICLE ______________________

VOLUME NO. ______ PAGES ______________________

NOTES ______________________

I, the undersigned, certify that the photocopies ordered are for research only and I will not further reproduce, resell or use them for publication without permission of the copyright owner. I further agree to assume full responsibility for any infringements of copyright privileges which may result from the making or subsequent use of the above reproductions.

DATE ______________ PATRON'S SIGNATURE X ______________________

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APPENDIX 4

ONONDAGA COUNTY

LIABILITY ACCIDENT REPORT NOTICE

DEPARTMENT	NO	LOCATION	DATE OF REPORT
INJURED PERSON (Name)	AGE	ADDRESS	
EMPLOYED BY	OCCUPATION		
DATE & TIME OF INJURY	EXTENT OF INJURY		

STATEMENT OF INJURED PERSON ON CAUSE OF ACCIDENT

WHAT IMMEDIATE TREATMENT RENDERED TO INJURED PERSON?

INJURED PERSON TAKEN TO ☐ HOSPITAL ☐ HOME ☐ OTHER BY WHOM

DID PERSON RETURN TO EVENT IN PROGRESS? ☐ YES ☐ NO

REPORT OF FIRST AID PERSONNEL ON CAUSE OF ACCIDENT

WITNESS - NAME AND ADDRESS

+++++++++ FOR USE BY SUPERVISOR +++++++

HOW DID ACCIDENT HAPPEN? CAUSE?

WHO WAS IN CHARGE OF AREA?

HAS CAUSE OF ACCIDENT BEEN RECTIFIED ☐ YES ☐ NO

IF "YES" STATE WHAT STEPS WERE TAKEN:

IF "NO" WHEN WILL CAUSE OF ACCIDENT BE ELIMINATED

PERSON COMPLETING REPORT	TITLE

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1000.0 TELEPHONE

Using the telephone is an integral part of modern library services and of business dealings today. Telephone use is so prevalent, you may conduct business for years having no visual contact. At the time of a call, your voice determines the image of OCPL conveyed to the caller.

Attention to a few guidelines and rules of etiquette will assure that with each call, we are all conveying an image of the library as efficient, effective, and appropriately friendly.

1000.1 GENERAL PROCEDURES:

Points of etiquette and common sense:

1. Answer promptly, on the first ring whenever possible. Prevailing business etiquette dictates that a business phone ought to ring no more than three times.
2. Identify yourself:
   Branches--Phones should be answered by slowly saying,
   "County Public Library, ____________________ Branch"
   Central--Phones should be answered by saying,
   "Central Library, (Department name).
   Administration--Phones should be answered by saying,
   "County Public Library, (Department name).
3. Always respond to the caller. Never press the hold button without saying, "Just a moment . . . I'll see if he/she is available."
4. Always remember to say "You're welcome," when a caller thanks you.
5. Remember to listen attentively to the caller. This will help you to ensure accurate routing of calls.
6. Enunciate clearly. Remember to say library not libary.
7. Remember to use the "hold button" when having to check something. Do not put your hand over the mouthpiece. When there is no hold button, be considerate.
8. Do not pick up the receiver while you are finishing a conversation.
9. Avoid sighing, chewing, or making other strange noises when answering the phone.
10. When making a call to a fellow employee, ask if it is a convenient time for talking.
11. When reporting caller, be specific about caller's name and firm. (It will be a clue to the recipient who may need to respond to a prior communication.)
12. Person receiving call should respond pleasantly. "Hello/Good Morning/Hi. This is (name)." (Salutation is optional, but identification should always be given.)

1001.0 SPECIFIC SITUATIONS:

1. If the person is out of the building, but is due back during the same work day:
   He/she is not available now. Can someone else help you, or would you like to leave a message?"
2. If the caller asks what time he/she will be back:
   "I expect he/she will be back about ___ o'clock. May I take your name and number and give it to him/her when he/she returns?
3. If the individual is in a meeting, simply say, "He/she is in a meeting just now. May I leave a message?"
4. If someone is out for the entire day (sick, meeting) or is not expected to return for an extended period of time:
   "He/she will not be available until __date___. Can someone else help you? Would you like to call back or can I take your name and number?"
5. Complaint calls:
   Always say, "I'm sorry you're having trouble. Let me refer you to _____________________." Then route the call to the appropriate individual or department.
6. Transferring calls:
   If you are able to transfer a call, say "I'll try to transfer you, but if we should get disconnected, the number is ______________ ." If you are unable to transfer a call, say "I'm sorry, I'm unable to transfer your call, but I can give you the number."

Under no circumstances should staff ever use phrases such as:

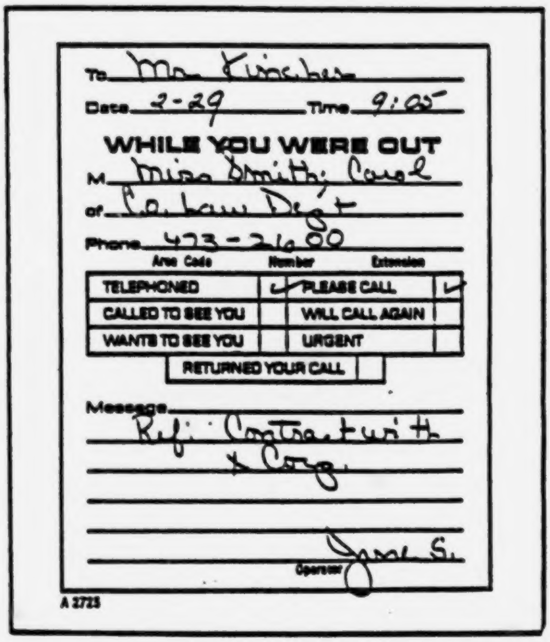
1. He/she is out to lunch.
2. He/she is out sick.
3. He/she is on vacation.
4. He/she is on a break.
5. "I don't know where they are or when they'll be back."
6. He/she is not taking calls.

Always be sure to complete a "While You Were Out" memorandum and deliver it to the individual called, as soon as possible.

If unsure of the spelling of the caller's name, be sure to ask. Also, routinely request telephone number, even if caller is well-known, possibly from a branch or member library or a County department. (It may save time later in that there will be no need for look-up.) In all cases, repeat name and number to caller to verify accuracy.

If a caller is repeatedly unsuccessful in making contact, you should take the initiative and say, "I know you have tried several times previously. Suppose I ask him/her to call you? What would be a good time to reach you?"

Here is a sample of a memo correctly completed: (Note date, time of call, message and checks.)



To Mr. Kimsher
Date 2-29 Time 9:05

WHILE YOU WERE OUT

M Miss Smith, Carol
of Co. Law Dep't
Phone 473-2600
Area Code Number Extension

TELEPHONED	✓	PLEASE CALL	✓
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	
RETURNED YOUR CALL			

Message Ref: Contract with X Corp.

Operator Jane S.

A 2723

1001.1 SPECIAL SITUATIONS

Reference questions:

Telephone inquiries are answered throughout the OCPL system during the hours the unit is open to the public. Telephone Reference (at 473-4489) specializes in providing speedy information. TRS hours are Monday through Friday, 8:30 a.m.- 4:30 p.m. During all open hours, reference questions may also be referred to 473-4491.

Inquiries about availability of specific titles held by automated libraries may be directed to Collection Information, 473-2826.

Clerical staff answering telephones will exercise judgement in responding to questions relating to hours and similar information, but refer reference questions to librarians.

For the sake of efficient service, some limitations must be placed on telephone inquiries. Certain types of questions cannot be answered adequately by telephone. Patrons are asked to come to the library when seeking to identify objects, make a selection of pictures, find evidence to support a viewpoint, obtain long lists or involved descriptions, etc.

Reference Questions/Restrictions:

A. General

Only information from printed sources on hand should be read over the telephone. No interpretation is to be given, especially in the fields of law and medicine.

B. No single telephone call should last more than five minutes. It is obviously unfair to those who come to the library if service is delayed while the staff answers frequent and lengthy telephone calls. Equally annoying to those calling for urgently needed information are long waits when all telephone lines are busy. When more time is required for checking, staff should tell the patron they will call back when the answer is found (or not found). Patrons should also be told to call again if the library has not reached them with an answer within two working days.

C. Lists

Long lists of books, records or films cannot be checked in the catalog or on the shelves while the telephone line remains open. Not more than three books, records or films will be checked by telephone at any one time for any one caller.

The limit of three applies to lists in general--periodical holdings, bibliographic information, definitions, biographical questions, etc. Any extensive checking or reference work should be done by the patron in the library.

D. Contests

People working on contests, quizzes or puzzles, who want to use library materials, are asked to visit the library in person, where possible sources of information may be suggested. Contest information will be supplied over the telephone only when a specific question relating to a contest can be answered from an obvious source, which can be cited; for example, the date of a prominent person's birth.

E. Students

Students are given brief factual information by telephone when it is readily available, but must use the library in person for the longer assignment. Use of the library by students is an important part of their education, and most assignments involving such use are given to provide that experience. Staff guidance in the use of library materials is given, but no useful purpose is achieved if the library staff does the student's work.

F. Directory Information:

Information from city directories on "near-by" resident names and/or telephone numbers is not provided over the telephone. Users interested in such information must consult appropriate resources in the library.

Programs and Events:

Requests for information about specific library programs or events should be referred to Community Services if you can't answer the questions based on the calendars available to you.

Central Library Tours:

Initial requests for tours are received at various service points. Patrons seeking tours of an individual Central Library Department should schedule through that department. Tours for children through grade 6 should be booked by the Central Children's Room staff. Tours for children grade 7 and older and adults are scheduled by Community Services.

Calls to schedule tours of the library require that you find out some information about the age level of the group.

> "Will the tour group be older than sixth graders?" If so, refer to Community Services. If the group is younger than seventh graders, transfer the call to the librarian in Central Children's Room.

Meeting Rooms:

Calls to schedule meeting rooms are to be referred to Community Services.

Literature Distribution:

Outside agencies who wish to have their brochures, posters, or other materials distributed through libraries should be referred to Community Services.

Gifts:

Individuals who are interested in donating books should be referred to the appropriate department of the Central Library; if materials are to be given to a branch, to a branch librarian. When in doubt, contact Head of Public Services or Community Services. (In some cases, it may be necessary for Central or to departmental staff to refer calls to the Collection Development Librarian.)

ILL:

Patrons who telephone about interlibrary loans should not be given that department's telephone number. It is permissible to take a message and have ILL return the patron call. (Interlibrary Loan is a service to libraries, not directly to the public.)

Books-By-Mail:

Calls for OCPL's Books-by-Mail catalog may be referred to the Typing Pool (473-5440) who will take borrower's name, address, zip and indicate "Request for Catalog." This information should be passed on to the BbM department at the earliest opportunity. In no case should the Books-by-Mail telephone number be released. Were it to be given out, the service would rapidly turn into a telephone order service, which would seriously hamper departmental efficiency.

Renewals/Overdues/Fines and Fees:

OCPL does not renew materials by telephone. (See Procedures on Circulation - 300.0)

Calls related to overdues, fines and fees, claims returned, etc. should be referred to the circulation staff, (at Central 473-6792), except in the case of 16mm films, and these should be directed to 473-2707.

Employee Information:

Requests for personal information about employees, such as home telephone numbers or addresses should be referred to the Personnel Office. Calls for staff whose name is unfamiliar should also be referred to Personnel.

Please remember that your work/telephone is for conducting library business. Access to telephone services without encountering needless busy signals is part of a positive image of the library. Refrain from the use of telephones for personal calls, so that they will be available for use for the public benefit.

Media:

Calls from members of the electronic or print media should be referred to Community Services, unless they specifically ask for administrative staff by name.

002.0 ROUTING CALLS

FOR THE DIRECTOR:

1. Buzz Director's secretary on intercom #6. If she does not answer within approximately 10 seconds buzz once again and wait for about 10 seconds.

   If Director's secretary does not answer and you know that the Director is in, buzz intercom #21 ONLY ONCE. If the Director does not answer within about 15 seconds, tell the caller:
   "(Director's name) is not available. May I refer your call to someone else? May I take your name and number and have him get back to you?"

In the event of an emergency, a member of the administrative staff should be called immediately in the following order:
Assistant Director, Head of Central, Head of Administrative Services, Personnel Administrator

FOR THE ASSISTANT DIRECTOR:

1. Buzz intercom #3 several times and wait an appropriate length of time. If The Assistant Director does not answer, tell the caller:
   "(Assistant Director's name) is not available, may I take your name and number and he/she will return your call."

FOR THE DIRECTOR OF ADMINISTRATIVE SERVICES:

Anyone reporting a theft, break-in, vandalism or building emergency should say, "I've an emergency call. May I speak to__________(Name of Director of Administrative Services)."

Telephone router should say, "May I tell him/her who is calling." Then, report, "You have an emergency call from__________ (name)."

In the event that the Director of Administrative Services is out of the building, the call may be referred to the Director, the Assistant Director, and/or any other concerned administrative staff.

FOR THE PERSONNEL DIRECTOR:

1. Always find out the name of the individual calling.
2. Employment Verification:
   Give only initial employment date (I.E.D.), position, and the salary range in which the employee falls.
3. Employment References:
   Verify employment/termination dates only. Staff may indicate if the individual resigned or was discharged, but under no circumstances should a reason be given.

4. Calls reporting accidents, relaying scheduling problems, unexpected absences or complaints should be given top priority and immediate attention.
5. Work numbers may be given except when the employee works in Books-by-Mail or the Print Shop--these are restricted numbers. Under no circumstances should private addresses/numbers be given out unless previously authorized by the employee, or by the Personnel Administrator.

1003.0 CALLS FOR THE HEAD OF CENTRAL:

Calls for the Head of Central may be placed to 473-3206. However, if the phone is not answered in 3-4 rings, do not let it continue ringing. Calls may be placed to 473-4491, where a message can be taken.

1004.0 CALLS FROM THE PRESS:

All calls from the Press unless they ask specifically for the Director, Assistant Director, Head of Administrative Services, or Personnel Administrator by name are to be referred to Community Services.

1010.0 STAFF/PATRON INTERFACE

Patrons may on occasion ask for staff identification. Disclosing such is at the discretion of the individual involved; an employee may elect not to provide his/her name and in that case a co-worker shall not supply the name.

If failing to disclose a name to a patron presents a problem, immediately contact your supervisor.

Ultimately responsibility for patron satisfaction rests with the Unit Head.

1020.0 COMPLAINTS ABOUT SERVICE

Complaints may be a source of constructive criticism or worthwhile suggestions.

Listening to the user's complaint in a non-judgmental, low-key manner can set a constructive tone of information exchange. Although it may not be possible to accede to patron's request, the patron should feel that the complaint has received a fair courteous hearing.

Complaints received at a branch or Central Unit concerning its own operation should be resolved at that location, whenever possible.

Staff who receive complaints should try to deal with them, but may also refer the patron to the Unit Head or librarian-in-charge. If the patron declines to speak to the Unit Head, the staff should pass on complaint information.

The Unit Head should give serious attention to every complaint. All staff should do everything possible to maintain good public relations when a complaint is being made.

If the Unit Head, or librarian-in-charge, does not think that the patron is satisfied, the patron should be referred to the Head of Central; if a similar situation occurs at a branch, to the Director or Assistant Director. In any case, give notification of the impending complaint to the appropriate administrator.

If the matter is serious, the Unit Head should contact the Director or Assistant Director to inform him/her even if the matter is resolved.

A patron who wishes to make a complaint about a unit but does not want to confer with staff there should be referred to Administration.

Any Central Unit, branch, or office that receives a complaint about service at another location, should either formally or informally refer the patron to the appropriate Unit Head of the respective unit or to the Director or the Assistant Director.

Should the complaint relate to a member library, say "Sorry you're having a problem. The ________________ Library is independent of OCPL and you should contact ________________ (Director's name)." If the complaint is by telephone, you may add the member library's telephone number.

All complaints should be handled courteously. Should you sense that emotions (yours or the patron's) are getting out of control, it is wise to refer the caller to a supervisor at the earliest possible opportunity.

A common sense approach to most complaints is the key to successful solution.

1030.0 DISCIPLINE

Establishing the library as a pleasant safe place to be and maintaining an atmosphere that is conducive to reading and study are essential prerequisites to good public service. On occasion, this may mean adapting to circumstances; such as, story time arrivals, or class visit checkouts--which admittedly cannot be, nor are they expected to be, quiet moments for reflection or study. The public library, however, exists to serve persons of all ages and classes and all should feel welcome.

From time to time, staff may have to deal with patrons who are uncooperative, disturbed or abusive. In the event that this occurs, staff should assess the situation, and, if feasible, politely ask the patron to leave.

However, if the patron is abusive, menacing or threatening, staff should immediately call the police at 425-6111. When necessary, the Director will prefer charges against the individual.

If the police are not as responsive as you feel they need to be, you may contact the Desk Sergeant or Watch Commander to explain the situation.

In the event that the police cannot respond, contact the Director of Administrative Services who will attempt to get temporary help from Morris Protective Services.

During the week, Hutchings Psychiatric Center has a Mobile Evaluation Unit which can be dispensed for emergencies. If you feel you have a disturbed patron who would benefit from their help, contact 473-4080 and describe your situation to them. Hutchings will attempt to assess the urgency of the emergency, and, if possible, send out an evaluation team.

Public libraries everywhere are increasingly finding it necessary to cope with disturbed clients--and OCPL is no exception. The three main categories are: the schizophrenic, the paranoiac, and the alcoholic.

The schizophrenic has altered perceptual functions, is aloof and irritable, and may wear dirty or bizarre clothing. He or she may be confused and suffering from delusions. If the person is acting strangely, the librarian should observe and assess the situation. When approaching such a person, be as direct as possible; be specific; be honest. A schizophrenic can detect insincerity. Repetition is important in getting through. Abstract terms will be confusing. State the obvious. "You're talking aloud and disturbing others. Go outside and come back later."

Do not engage in casual conversation. Be impersonal. Don't stare or touch. Acknowledge his/her problem and offer a choice of action, such as the name of a center that might help.

The paranoiac interacts with others and is hostile and aggressive; in extreme cases, may become violent. He/she has persistent delusions of persecution or grandeur and is distrustful and suspicious. Such a person is best handled with truthfulness, consideration, and honesty. Never argue about delusions. Show an understanding of the problem, but don't acknowledge the delusion. Remain calm, firm, and in control of the situation. The individual knows he/she is out of control, and it is calming him/her to have someone who is in control. Other staff members should be nearby, but not interfere. Do not threaten to call the police; if you feel the need to, just call.

The alcoholic is the easiest of the three with whom to deal, as he/she is more reasonable. Don't ask if he/she has been drinking; state the obvious: "You have been drinking, and the library is not the place for you to be." Ask him/her to leave or offer to call the Rescue Mission.

Rules for appropriate behavior should be applied uniformly to all. Always appear to be in control, but when necessary, do not hesitate to signal other staff and/or (at Central) the Security Guard, as needed, for help.

It is also recommended that the Branch Head establish a relationship with neighborhood police and ask their advice about safety.

Staff should back up and support each other in difficult situations. It lessens stress and increases morale and safety. Use a team approach; watch for other staff members who are having a problem and be ready to come to their aid.

1) Alert other staff and/or the Central Security Guard about a possibly violent patron.
2) When dealing with an abusive patron, other staff members should stand by in a show of strength and/or call the Security Guard, as needed.
3) Have a buddy when you speak to a difficult patron;
4) After an unpleasant or frightening incident, discuss it with other staff members for encouragement and support.

Other special groups of clients who cause problems are: exhibitionists, voyeurs, child molesters, and child victims. It is absolutely essential to stay calm. Don't get emotional. Sexual deviation and sociopathic behavior are illegal and a public offense; report such behavior to the police. The problem clients are mostly men who choose a setting where there are women and children. They are shy persons who enjoy shocking women and children; therefore, it is best to stay calm and unshockable. The exhibitionist or voyeur needs to be reassured about his own body by exposing himself or spying on women. He has an unconscious need to be caught, so he frequently returns to the same place. This kind of person is not considered dangerous.

In dealing with this situation, speed is important. If the Police and/or Central Security Guard respond quickly, let them handle it. If not, two staff members should approach the problem client and be firm and calm. Some ways of approaching the person are:

"What are you doing on the floor?"
"You've been here a long time--do you need a book?"
"You'll have to zip up your pants."
"Your behavior is illegal; you'll have to leave."
"Your behavior is unacceptable in the library; you'll have to leave."

Should an incident occur, discuss the situation with other staff members--talk it out. Work out methods of dealing with the situation if it occurs again. If a child is involved, call the parents so they can talk it out.

The elderly and the lonely may not be difficult or dangerous, but they often take up an inordinate amount of time. The elderly have multiple losses: senses, family and friends, mobility, financial, etc. This can make them stubborn, hostile, frightened, etc.

Try to help them be independent. Don't be patronizing and don't use first names unless requested as they may resent it. Set a time limit for conversation and let them know it so they don't feel rejected. "It's nice to talk with you, and I have the next five minutes free." Give them your undivided attention for those five minutes.

Children and adolescents. Be firm. Don't make a stand and then back down. Be calm. Give them a choice: leave or follow the rules. You are in control. One effective method, used at the Beauchamp Branch, involves a Behavior Contract. (See Appendix 1.)

Adolescents need to be treated with respect and are very sensitive to being patronized. They like to test authority figures--the librarian. Don't take their behavior personally.

The Branch Head or the librarian-in-charge may ban unruly individuals from the library for a specified time.

Delinquent behavior, including vandalism, violence, and stealing. This is anti-social conduct, indicating a lack of control. Be firm. Adhere to pre-set guidelines. Be non-punitive. Plan how to deal with these situations in advance with the staff. Use alarms, signals, guards, police, etc.

Angry patrons, abusive language, obscene phone calls. Empathize with an angry patron, listen to his/her outburst, and acknowledge his/her anger:

"I know you're angry."
"I understand you're angry."
"I understand your problem."
"I wish I could change the rules."

Abusive language does not pose a danger; in fact, it is a safety valve. Verbal abuse is not directed at you personally. The supervisor and/or other staff members should come up to support the person being abused. You can say, "You are causing a disturbance. Your language and behavior are not appropriate for the library. You can leave and come back when you can follow the rules."

You do not have to listen to an obscene phone call. Say, "I will not listen to this," and hang up. An alternate response might be, "You are neither shocking nor amusing; your next call should be to a doctor" and promptly hang up. A third possible approach might be, "I'm sorry, could you repeat that louder?!" In any event, cut caller off promptly; do not engage in dialog. The telephone company advises not saying anything after the initial "hello" and hanging up as quietly as possible. Slamming the receiver shows anger and gratifies caller.

In emergencies, there are resources to help in dealing with disturbed clients; e.g., the police, fire, ambulance, mental health center, mental health outreach team (PET), city alcohol service, and protective services for children. Keep a list of such numbers close to the telephone.

There are also many non-emergency services that can offer help: the Salvation Army, United Way, city medical and social services departments, services for senior citizens and the handicapped, drug and alcohol centers, social security and welfare, counseling and psychiatric services, hotlines, etc. These numbers are useful to have handy, too.

In short,

- -- Be calm and impersonal.
- -- Set limits and stick to them.
- -- Repeat your request (to leave, etc.) if necessary.
- -- Do not argue with outrageous statements.
- -- Be explicit--mention the problem behavior.
- -- Offer a choice of action--change or leave.
- -- Avoid humor or personal remarks.
- -- Alert another staff member if you notice someone acting strangely.
- -- Be considerate.
- -- Don't be afraid to call the Police. If situation warrants calling the Police, be very firm and positive in enunciating your need for support. (If you feel threatened, so specify. Of course, the Police will tend to ignore this sort of statement if it is overdone.)

Finally, remember OCPL Administration fully supports staff objectives in maintaining discipline and controlling the library atmosphere so that it will be perceived as a good and safe place to be. The Director will on occasion ban an individual from the library and/or threaten legal action. Repeated troublemakers should be brought to the Director's attention.

ONONDAGA COUNTY
PUBLIC LIBRARY

335 Montgomery Street, Syracuse, New York 13202

Robert P. Kinchen
Director

BEHAVIOR CONTRACT

Beauchamp Branch Library

No back talk
No dancing
No singing
No cursing (obscenities)
No loud voices
No fighting
No running or pushing
No running in and out
No standing at the door
No food or drinks
No littering
No disturbing people in the library in any way

I have been informed of the proper behavior expected of me in the library and understand that I may not be allowed in the library for one week if I act improperly.

If I behave improperly a second time or during the week of punishment, I will not be permitted to return until I bring my parent or guardian to speak with a librarian.

Signature of Librarian

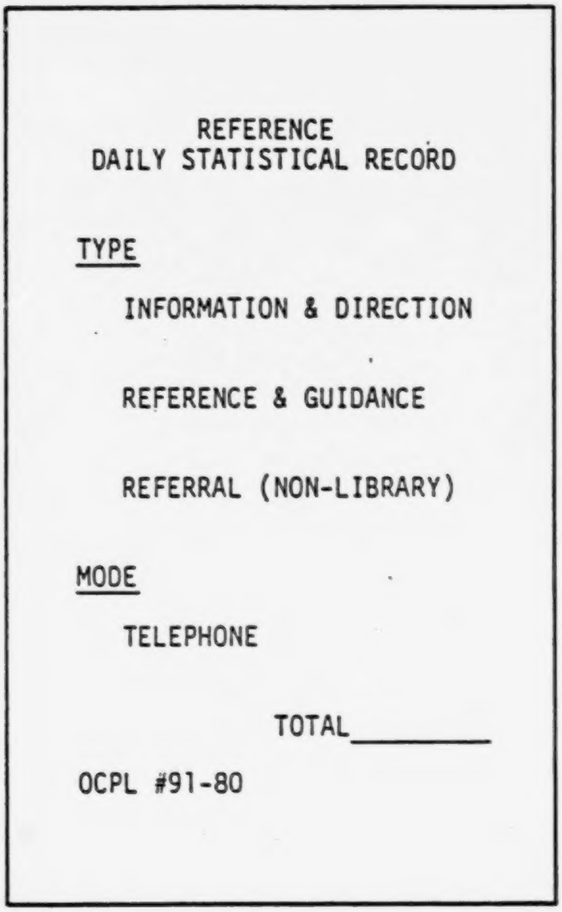
Signature of Library User

Date

1040.0 STATISTICS

1040.1 DAILY STATISTICAL RECORD

The daily statistical record (OCPL #91-80) is used to record patron inquiries by type and mode.



REFERENCE
DAILY STATISTICAL RECORD

TYPE

INFORMATION & DIRECTION

REFERENCE & GUIDANCE

REFERRAL (NON-LIBRARY)

MODE

TELEPHONE

TOTAL________

OCPL #91-80

Each staff member is responsible for counting questions as they occur. "Reference and Guidance" include such questions as: What is "the garlic capital of the world?" When was the Nobel Peace Prize first awarded and to whom? Would you please give me a thin book on an immigrant?

"Information & Direction" count questions such as : Where are the books on computers? How late is the library open today? Do you have any Books-on-Tape? These are answers which can be given without research. However, should a directional question lead to a response which requires looking in a catalog, index, or other tool it should count as "Reference and Guidance."

Referrals do not count as "referrals" if they are inter-departmental or from branch to Central; only if the question or questioner is passed on to a non-library agency.

Telephone queries are counted by type and mode. It is assumed that the difference between all types and telephone represent in-library questions.

As part of its report to the state, OCPL is required to count its reference service according to the above guidelines. Continuous attention to this is necessary and appreciated.

The Daily Statistical Record is tallied and entered on page 2 of each unit's Monthly Report. These statistics are used in the compilation of the monthly report.

1040.2 MONTHLY STATISTICAL REPORTS

This report, (OCPL 26-84 rev.), on the previous month's activities is prepared by each Unit Head and is submitted to the Administration within five working days. It includes a comparison of the current and past year's circulation for that month, programs given outside and in-library, photocopying, reserves, and registration. (See Appendix 1 for complete listing of information requested.)

Monthly compilations of unit reports are submitted by the Administration to the OCPL Board of Trustees. These reports enable each unit to see its service patterns from month to month and the accomplishments of OCPL as a whole.

1040.3 BRANCH MONTHLY NARRATIVE REPORTS

This report, prepared by the Unit Head, is submitted with the monthly statistical report. It consists of the following categories: building and grounds, collection, personnel, programming and miscellaneous. The narrative enables the Unit Head to describe activities more fully, including the contributions of individual staff members at all levels, thus complementing the statistical report.

1040.4 ANNUAL REPORT

This report, submitted by each Unit Head, outlines all the branch or department activities during the past year. Special emphasis is given to programming, community outreach, staff continuing education, improvements to building and grounds, and directions for the coming year.

The purpose of the report is to assist the Unit Head in reviewing the past year and in planning for the future. It is also used by Administration in the compilation of the OCPL Annual Report.

1040.5 COUNTING HOLDINGS

To comply with state annual report requirements, OCPL must file a count of holdings, additions and withdrawals by category. Such a report is prepared from those submitted by individual branches and departments at year's end to the Assistant Director.

For the "Glossary of Selected Terms," see Appendix 1 and a copy of the form, Appendix 3.

MICROFORM - Microfilm has been discontinued as a separate category in the Annual Report. Microform (microfilm, microcard, microfiche) is now included within the count of the various types of materials. For example, a microcopy of a volume of adult nonfiction is counted as a title and volume of Adult Nonfiction under Book Stock. (Be sure to include microform of periodicals in the periodicals count, of newspapers in the newspaper count, etc.)

PAPERBOUND BOOKS - Paperbacks that circulate on temporary bar-coded labels should be included here. Those that have permanent bar-coded labels are included in bookstock.

SERIALS COLLECTION - A serial is a publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, year books, etc.), memoirs, proceedings and transactions of societies; they may include monographic and publishers' series. See also definitions of MICROFORM and GOVERNMENT DOCUMENTS.

CURRENT SUBSCRIPTION TITLES - Enter the number of different subscriptions held, added by purchase and gifts, and withdrawn. Two subscriptions to the same serial count as one title.

BIBLIOGRAPHIC VOLUMES - A bibliographic volume is the unit established by the publisher as a volume. Enter the number of bibliographic volumes held, added by purchase and gifts, and withdrawn, including duplicate copies of volumes, regardless of whether the materials is bound, unbound, or on microfilm or microcards.

OTHER SERIALS - Enter here the current subscription titles and bibliographic volumes for serials other than periodicals and newspapers (see definition of SERIALS COLLECTION above) held in a serials section of the library and not counted as Book Stock.

BOUND PERIODICALS - Include with periodical count, not with bookstock.

NONBOOK MATERIALS - Those library materials which do not meet the definition of a book or a serial, such as audiovisual materials, vertical file materials, and any other material the form of which requires special handling.

AUDIOVISUAL MATERIALS - Nonbook library materials, such as films, filmstrips, slides, recordings (tapes or discs), videocassettes and video discs which require the use of special equipment in order to be seen or heard.

PHYSICAL ITEMS - Number of reels of film, filmstrips, slides, recordings (discs or tapes), videocassettes, or videodiscs held in collection.

TITLES - Number of TITLES of films, filmstrips, slides, recordings (discs or tapes), videocassettes, or video discs held in collection.

PRINTS - Number of COPIES of films, filmstrips, slides, recordings (discs or tapes), videocassettes, or videodiscs held in collection.

MATERIALS FOR THE BLIND - Includes talking books, Braille material, and other Materials for the Blind (to be specified). List only materials actually owned by library. Do not report material on loan or deposit. Report Large Type books in Book Stock.

PHYSICAL ITEMS - Number of discs or tapes, Braille volumes, and other materials held in collection.

TITLES - Number of TITLES of discs or tapes, Braille volumes, and other materials held in collection.

PRINTS - Number of COPIES of discs or tapes, Braille volumes, and other materials held in collection.

EXAMPLES: A set of 25 slides called ART WORKS IN THE NATIONAL MUSEUM would be counted as 25 Physical items and 1 Title.

A recording of CARMEN on three discs would be counted as 3 Physical items and 1 Title.

OTHER ITEMIZED NONBOOK MATERIALS - Includes pamphlets, documents, catalogs, manuscripts, sheet music, maps, pictures and photographs, framed pictures, microcomputer software, and other (to be specified).

GOVERNMENT DOCUMENTS - Government documents held in a separate documents section of the library are counted as Documents. Documents which are fully cataloged and intershelved with books are counted as Book Stock. Periodicals which bear a government imprint but are treated as part of the periodicals collection are counted as Periodicals. Documents held in vertical files with other ephemera are counted as Pamphlets.

Due to its structure, it is practically impossible for OCPL to prevent duplication in counting titles; therefore, only a count on physical items (i.e. volumes, reels, disc) is entered. Ignore titles and prints columns in non-book area, but do count current subscription titles in serials area.

1041.0 GAYLORD REPORTS

Gaylord produces periodic reports which are used to analyze and monitor various library activities. The following reports are received by each library.

1041.1 NEW AND ALTERED BORROWER

Gaylord provides each library location with a new and altered borrower report on a weekly basis. Arranged by borrower card number, it includes name, address, phone number, and card expiration date for each borrower input function. This report is checked against corresponding applications or change cards and necessary corrections are immediately input. After verifying, discard report.

1041.2 MISSING-LOST-HELD-TRANSFERRED

Gaylord produces a weekly report showing items reported *missing, held, transferred or in-transit* within the past 40 days and *lost* within the past 14 days. After 40 days or 14 days as indicated above, items will be dropped from the report. Grouped by status, items are arranged by call number and include item number, date, number of days in status, author, and title. The report is used as an aid in inventory control and replacement.

Number of days in status determines action needed; i.e., checking item status via the terminal, checking shelves, and completing Recall Cards (OCPL Form #194-84 rev.)

Items reported "held," "lost," or "missing" should be checked immediately; those in-transit from . . . " or "transferred to," after 10 days. For items "held at" the library's location, the reservation shelf is checked so that materials may be returned to circulation status.

Items not found should be considered for replacement.

Prompt response to Recall Cards is essential.

____________ Call #	____________ Label Item #
____________ Author	____________ Title

____

has been reported ___transferred to
___in transit from
___held at

your library since ____________________.
Please check your shelves. If found, return to:

____

Thank you
OCPL #194-84 rev. Recall (GSD)

1041.3 PURCHASE ALERT

The Purchase Alert is a weekly GIS report that lists reserved titles for each automated library. The report is used to determine the need to purchase additional copies of heavily reserved titles, to cancel reserves on unavailable items, and to initiate an OCPL/ILL request as needed.

The report alerts staff to take the following actions:

1. Cancel reserve if item reported "NONE AVAILABLE." For item requested an excessive number of times at one location ___________ __________.
2. Make purchasing decisions for those items with "HIGH RESV: CPY RATION."
3. For item on "LONG RESV" for an excessive amount of time, check the terminal for status of item in the system and consider purchase of OCPL/ILL if item is long overdue and unlikely to be received.

Position of the request is noted on the report and indicates the position of the requesting library's oldest reserve for the title among all reserves in the system for that item. This information is helpful in estimating how long it will take to fill the request.

1041.31 ILL REQUEST FILE

A weekly report that shows all reserves that are in the ILL Request File and are undergoing, or will undergo ILL processing.

The following information is given:

"ITEM"	The Control Number of the reserve item.
"LIB"	The requesting Library.
"AGE"	The Number of days since the reserve was placed. Maximum days reported is 98 days.
"REQ"	The type of request; i.e., "L" for "Library" (Normal) reserve, "S" for "System" reserve. NOTE: If a number appears in this column, it represents the number of days since the item was transferred to the requesting library. As soon as the requesting library receives it (under "ITEM RETURN" function), this request will be omitted from the report.
"LLA"	The Last Library Asked to fill the request (shows that library's 2-digit location number). When double zero's ("00") appear in this column, opposite a system ("S") reserve it means that the item has not been available anywhere and has not appeared on another library's "Request To Fill" screen. Double zero's will always appear opposite "Library" requests.
"ATT"	Attempts; i.e., the Number of times a "System" request has appeared on another library's "Request To Fill" screen.
"SEQ"	Sequence of the reserve transaction. By using both the "Age" and the "Sequence" columns, the library can determine the approximate age of the request.
"AUTHOR"	The Author of the reserve item.
"TITLE"	The Title of the reserve item.

The report can be used in conjunction with the "on reserve" file. It is useful in troubleshooting for specific titles on specific dates. It may also be used with the Purchase Alert Report, which is primarily for selection purposes; whereas, this is a check on reserves.

1041.32 ILL ACTIVITY

A weekly report that shows, for each library in the system, the number of reserves both system and normal. It also shows the number of reserves cancelled; reserves satisfied by the owning library; reserves satisfied by transfer from an ILL request-to-fill.

The report can be used to determine your own library response to member requests and member response to your library requests.

1041.4 FEES AND FINES

A weekly, non-cumulative report, this shows the daily total of overdue fines collected under the "ITEM RETURN" function and each separate transaction (payment, charge, refund, waive) which occurred under the "FEES" function. It shows a sub-total for each day and a grand total for the week. The report is arranged by date of transaction (month/day) and number of the terminal on which the transactions were recorded. The receipt book should be checked against this report to see if all items for which receipts were given, during the corresponding period, have been correctly entered into the computer. The report can also be used as an edit for items reported lost and charges made to patrons' accounts.

1041.5 CREDIT AND LOW FINE

Each library receives a monthly listing of borrowers who have fines of $.99 and under or who have credits in any amount. The listing is in borrower number order.

Since fines of any amount can be accessed through the borrower stop function of the terminal, this report is not consulted to determine low fines owed. However, each time the report is received any credits indicated by an amount followed by CR should be immediately checked. It could be a mishap, but if there are several CR's it may mean that some staff member needs further instruction in the "Fines and Fees" function.

To remove a credit, *charge* the patron for that amount, using reason code "A".

1041.6 NEW ITEM LABELS BY CALL NUMBER

Gaylord provides a "new item labels by call number" report with each library's shipment of labels. It is weekly, non-cumulative and in call number order. Labels arriving with the report should be checked against it for accuracy and completeness. If labels are damaged, unreadable or missing refer to the date and time (at the top right of the report) and notify Technical Services immediately.

1041.7 ITEM DATA UPDATE

Gaylord provides each library with an item data update report on a weekly basis. It is non-cumulative, covering changes from the previous week only. This report shows data changes in the following areas: assigned location, statistical code, item code, loan period and call number. It should be checked to see that all data changes under the Updated Record columns are correct. In the case of mistakes or omissions, the report should be re-keyed and checked again on the next report. Retain report only until all items are correctly shown.

1041.8 MONTHLY CUMULATIVE ACTIVITY

Each month Gaylord provides a cumulative activity report for each library reflecting its previous month's day-by-day activity. It is not, however, cumulative from one month to the next. This report is arranged by date of transaction and is a compilation of the daily "morning report" shown on the terminal. This report should be kept during the calendar year only. It is used for statistical record keeping and analysis.

1042.0 GIS YEAR-END REPORTS

Gaylord annually produces year-end reports reflecting library activity of the past year. These reports are used to analyze library use and to measure or formulate library goals. The following reports are received by each library.

1042.1 HOLDINGS

The Holdings report shows how many items are owned by each library according to age, classification and type. Not included are withdrawals and noncirculated temporary (miscellaneous) labels.

Grouped by *age* (adult, juvenile, nonprint), this report is arranged by *classifications* (item statistical class and subdivided according to *type* (hardcover, paperback, large print, periodical, etc.)

This report in conjunction with the Utilization and Circulation report is used to evaluate collection strengths and weaknesses in relation to patron use, to identify collection gaps, and to provide an alert for specific item checking.

The Holdings report should be analyzed in several ways; e.g., percentage of juvenile to adult holdings, percentage of fiction to nonfiction, highest and lowest holdings categories, etc.

1042.2 TEMP HOLDINGS

The Temp Holdings report shows the uncirculated temporary (miscellaneous) labels received by a library according to *age*, *classifications*, and *type*.

This report may be used to determine need for future labels.

1042.3 CIRCULATIONS

The Circulations report shows by specific statistical classes how many times items owned by a library have circulated, whether at the owning library or at another automated location. (It is for this reason that it is different from the cumulated monthly circulation totals.) Circulation reflects activity on both permanent and temporary labels regardless of year-end, even if not included in Holdings report.

This report is arranged by *age*, *classifications*, and *type*.

The Circulation report should be analyzed in terms of proportion of fiction to nonfiction, adult to juvenile, paperback to hardbound, nonprint to print, etc. It may also be useful in determining high and/or low circulation categories.

Used in conjunction with Holdings and Utilization, the Circulation Report may help evaluate various parts of the collection.

1042.4 UTILIZATION

The utilization report shows the ratio of circulation to holdings for each statistical class. This report does not include items withdrawn before the end of the year; however, it does include items which have circulated on temporary labels.

In three parts--adult holdings, juvenile holdings, and non-print holdings--it is arranged by item statistical class and subdivided according to type (hardbound, paperback, Large Print, etc.)

This report in conjunction with the holdings and circulation reports is used to evaluate collection strengths and weaknesses in relation to patron use.

1042.5 PATRON CLASSIFICATION

The Patron Classification report shows the number of patrons registered at the library unit.

Grouped by statistical classes corresponding to census tracts, it is subdivided by adult and juvenile registrants.

The patron classification report shows the distribution of registered patrons among the census tracts of the city and county and nearby geographic areas. It may be used with census figures to determine the percent of population registered at a library unit. The total OCPL patron classification report, available through the Assistant Director, includes patrons registered at any OCPL location for each statistical class.

Using census tract figures and the *total* OCPL classification report the patron classification report should be used to analyze the proportion of registrants to residents and to determine whether or not public relations efforts need to be focused more specifically.

1042.6 PATRON CIRCULATION

The Patron Circulation report shows the circulation activity of the library unit's registered patrons. The number of items borrowed reflects system-wide use regardless of the library from which they borrowed their materials. Arranged by statistical classes corresponding to census tracts, it is further subdivided by adult and juvenile registrants.

On its own, this report has little value for the individual unit. It becomes meaningful in analyzing system-wide circulation by patron statistical class and can be used to determine need for more focused public relations activity.

1042.7 UTILIZATION: CIRCS/PATRON

The Utilization: Circs/Patron report shows the ratio of system-wide circulation to system-wide registration for each patron statistical class.

Arranged by the statistical classes relating to census tracts, this report is further subdivided by juvenile and adult circulation.

On its own, this report has little value for the individual unit. It becomes meaningful in analyzing system-wide circulation by patron statistical class and can be used to determine need for more focused public relations activity.

In addition to the annual reports sent to each automated library, OCPL receives: tabulations of totals for holdings, circulation, utilization, and temporary holdings.

Other reports include: Collection Audit--total of fiction/non-fiction adult/juvenile/non-print materials added and withdrawn during the year throughout Central, branches, and Bookmobile.

1042.8 UNCIRCULATED ITEMS REPORT

Once a year Gaylord Information Systems issues an Uncirculated Items Report to each automated library.

The report lists, in call number order, all those items that have remained in an "in" status for the past three years.

The report is used in collection development decisions relating to weeding and replacements. In addition, it may be used to identify items missing from the shelves, and to correct loan codes and call numbers as needed.

Check shelves for each item, including shelves in mending, sorting, exhibits, or office/work areas.

Annotate each item with the action needed using the following symbols:

W - Withdraw

K - Keep

KC - Keep and input call #

KCC - Keep and reformat call #

KL - Keep and correct loan code

M - Those items not found. Check item status. If item NIF (not in file) no further action need be taken. If item is not in circulation, report item missing on the terminal.

1042.81 ONONDAGA COUNTY YEAR-END PATRON AUDIT

a listing of the total number of new patrons, active patrons and patrons with replaced library cards for each automated library. New patrons are borrowers who were entered into the terminal as new borrowers. Active patrons are those whose card numbers were associated with any terminal function (e.g. issue, return, fines and fee, etc.) Patrons with replaced cards are those whose new cards were entered into the terminal as replacements.

1043.0 TIME LOGS

At the request of Administration, up to 10 time logs may be produced annually. These document activity in half hour segments per terminal per day. To be able to retrieve such information, always respond "Yes" to the question "Log wanted?" when it appears on the screen.

ORDER MORE THAN A YEAR

JCPL may request Gaylord to generate a report that is used in weeding "on order" files. See 105.1.

ONONDAGA COUNTY PUBLIC LIBRARY APPENDIX I

REPORT FOR MONTH OF ____________________ 19___

____
BRANCH OR DEPT.

IRCULATION (000)
THIS YEAR ______________
AST YEAR ______________
+ OR - ______________

ROGRAMS
OUTSIDE LIB.
A (111) # _____ ATT. (112) ______________
J (113) # _____ ATT. (114) ______________
IN-LIB.
A (115) # _____ ATT. (116) ______________
J (117) # _____ ATT. (118) ______________

PHOTOCOPYING (400) ______________

RESERVES
# TAKEN (500) ______________
# FILLED ______________

REGISTRATION
ADULT (501) ______________
JUVENILE (502) ______________
NEW (503) ______________
REPLACEMENT (504) ______________

SYSTEM 80
USERS (600) ______________
LESSONS USED (601) ______________

MICROFORM USAGE (610) ______________
# HOURS OF PUBLIC TYPEWRITER USAGE (620) ______________
READER PRINTER COPIES (630) ______________
CENTRAL ATTENDANCE (640) ______________
LOCAL HISTORY ATTENDANCE (641) ______________
DAYS OPEN (660) ______________

COMPUTIME
# CERTIFICATION SESSIONS ______________
# USERS CERTIFIED ______________
# PAID HOURS ______________
# USERS ______________
PROGRAMS _____ ATT. ______________

# TOURS (120) ______________
ATTENDANCE ______________

# DEMONSTRATIONS (130) ______________
ATTENDANCE ______________

FOR BRANCHES ONLY

AUDITORIUM USE BY OUTSIDE GROUPS (641)

DATE GROUP

OCPL #26-84 rev.

APPENDIX 1

TE	(050) TELEPHONE	(051) INFORMATION	(9052) REFERENCE	(053) REFERRAL	SPECIALIZED SERVICES
TAL					

ONONDAGA COUNTY PUBLIC LIBRARY APPENDIX 1

PROGRAM REPORT FOR MONTHS OF ______________ 19___

____

BRANCH OR DEPARTMENT

ADULT PROGRAMS OUTSIDE THE LIBRARY

Date	Group	Attendance
	TOTAL	________

ADULT PROGRAMS IN-LIBRARY

Date	Topic	Attendance
	TOTAL	________

APPENDIX 1

HILDREN'S PROGRAMS IN-LIBRARY

RESCHOOL

Date	Topic	Attendance

TOTAL

LASS VISITS

Date	Grade	School	Attendance

ONONDAGA COUNTY PUBLIC LIBRARY

APPENDIX 1

PROGRAM REPORT FOR MONTH OF ____________ 19___

____

BRANCH OR DEPARTMENT

CHILDREN'S PROGRAMS IN-LIBRARY (cont.)

FILM PROGRAMS

Date	Attendance

TOTAL ________

OTHER

Date	Topic/Type	Attendance

TOTAL ________

CHILDREN'S PROGRAMS OUTSIDE THE LIBRARY

VISITS TO SCHOOLS

Date	Grade	School	Attendance

TOTAL ________

OTHER OUTSIDE ACTIVITIES

Date	Place	Type of Activity	Attendance

TOTAL ________

APPENDIX 2

GLOSSARY OF SELECTED TERMS

AUDIOVISUAL MATERIALS - Nonbook library materials, such as recordings, transparencies, tapes, slides, films, and filmstrips, which require the use of special equipment in order to be seen or heard.

BIBLIOGRAPHIC VOLUME - A unit of publication distinguished from other units by having its own title page, half title, cover title or portfolio title. In connection with periodicals, the publisher's volume.

BOOK - A unit of publication, either bibliographically independent or a volume in a series published under the same title, consisting of leaves, sheets, or signatures sewn or otherwise bound together, covered or uncovered. Bound volumes of periodicals and newspapers are not considered books.

BRAILLE MATERIAL - The library material for the visually handicapped using a system of raised dots representing letters and numerals.

CATALOGED MATERIAL - Any library material which has been identified in a catalog which records, describes, and indexes the resources of a library; as distinct from library materials which are merely physically arranged for use and are not indexed and described individually by item.

CIRCULATION - The activity of a library in lending its resources to borrowers. For statistical purposes, photocopies provided in lieu of circulation should also be included. Count one for each loan of a book, serial, or nonbook item.

GOVERNMENT DOCUMENT - Any publication in book, serial, or nonbook form bearing a government imprint, e.g., the publications of Federal, state, local, and foreign governments and of world organizations, such as United Nations, European Common Market, etc. Government documents held in a separate documents section of the library are counted as Documents. Documents which are fully cataloged and intershelved with books are counted as Book Stock. Periodicals which bear a government imprint but are treated as part of the periodicals collection are counted as Periodicals. Documents held in vertical files with other ephemera are counted as Pamphlets.

MICROCARD - An opaque card containing images photographically reduced to a size too small to be read without magnification.

MICROCOMPUTER SOFTWARE - A sequence of machine-readable instructions by which a computer executes a desired task.

MICROFICHE - A microfilm sheet containing multiple images in a grid pattern.

MICROFILM - A strip of film containing photographic images usually too small to be read without magnification. Microfilm has been discontinued as a separate category in the annual report.

MICROFORM - Any library material which has been photographically reduced in size for storage and protection purposes, and which must be read with the help of enlarging instruments. Microform is now included within the count of the various types of materials such as books or periodicals. A microcopy of a volume of adult nonfiction is counted as a title and volume of Adult Nonfiction under Book Stock, for example.

NEWSPAPER - A serial publication issued at stated and frequent intervals (usually daily, weekly, or semiweekly), which reports events and discusses topics of current interest, and is usually a "primary source" of information to its readers.

NONBOOK MATERIALS - Those library materials which do not meet the definition of a book or periodical, such as, audiovisual materials; vertical file materials and similar items which are not individually cataloged; and any other material the form of which requires special handling.

PERIODICAL - A serial publication which constitutes one issue in a continuous series under the same title, usually published at regular intervals over an indefinite period, individual issues in the series being numbered consecutively or each issue being dated.

PUBLIC SERVICE OUTLET - A location where library materials and services are made available to the library's clientele, e.g., a Member Library, a Registered or Unregistered Branch, a Deposit Station, a Reading Center, or a Mobile Unit.

REFERENCE QUESTION - Any request for information or aid which requires the use of one or more sources to determine the answer or utilizes the professional judgement of the librarian.

SERIAL - A publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, year books, etc.), memoirs, proceedings, and transactions of societies; they may include monographic and publishers' series.

TALKING BOOK - A spoken text recorded on either an audiotape or an audiodisc intended particularly for use by the visually handicapped.

TITLE - A term used to designate a printed publication which forms a separate whole, whether issued in one or several volumes. A title is a holding for which a separate shelflist card has been made.

VIDEOCASSETTE - A permanently encased videotape that winds and rewinds from reel to reel.

VIDEODISC - A disc, usually plastic, on which are recorded video or audio signals, or both. Some videodiscs are digitally recorded and used in computer recording and playback systems. Others are nondigital and are used for listening and viewing.

VOLUME - For statistical purposes, a volume is a physical unit of any printed, typewritten, handwritten, mimeographed, or processed work contained in one binding or portfolio, hardbound or paperbound, which has been cataloged, classified, and/or make ready for use.

APPENDIX 3

SERIALS COLLECTION

	Holdings-12/31/86	Purchases & Gifts	Withdrawals	Holdings-12/31/87	
	Bibliographic Volumes	Bibliographic Volumes	Bibliographic Volumes	Bibliographic Vols.	Current Sub. Titles
Periodicals	cp	cx	df	dn	dj
Newspapers	cq	cy	dg	do	dk
Other Serials	cr	cz	dh	dp	dl
TOTAL	cs	da	di	DO	dm

NONBOOK MATERIALS

AUDIO-VISUAL MATERIALS	Holdings - 12/31/86			Purchases & Gifts			Withdrawals			Holdings - 12/31/87		
	Physical Items	Titles	Prints	Physical Items	Titles	Prints	Physical Items	Titles	Prints	Physical Items	Titles	Prints
Films	dv	ea	ef	ek	ep	eu	ez	fe	fj	fo	ft	fy
Filmstrips	dw	eb	eg	el	eq	ev	fa	ff	fk	fp	fu	fz
Slides	dx	ec	eh	em	er	ew	fb	fg	fl	fq	fv	ga
Recordings	dy	ed	ei	en	es	ex	fc	fh	fm	fr	fw	gb
Video:												
Cassettes	va	vc	ve	vg	vi	vk	vm	vo	vq	vs	vu	vw
Discs	vb	vd	vf	vh	vj	vl	vn	vp	vr	vt	vv	vx
TOTAL	dz	ee	ej	EO	et	ey	fd	fi	fn	FS	fx	gc
MATERIALS FOR BLIND												
Talking Books	gi	gm	gq	gu	gy	hc	hg	hk	ho	hs	hw	ia
Braille Material	gj	gn	gr	gv	gz	hd	hh	hl	hp	ht	hx	ib
Other (Specify)	gk	go	gs	gw	ha	he	hi	hm	hq	hu	hy	ic
TOTAL	gl	gp	gt	gx	hb	hf	hj	hn	hr	HV	hz	id

OTHER NONBOOK MATERIALS	PHYSICAL ITEMS			
	Holdings 12/31/86	Additions	Withdrawals	Holdings 12/31/87
Pamphlets	ij	it	jd	jn
Documents	ik	iu	je	jo
Catalogs	il	iv	jf	jp
Manuscripts	im	iw	jg	jq
Sheet Music	in	ix	jh	jr
Maps	io	iy	ji	js
Pictures & Photographs	ip	iz	jj	jt
Framed Pictures	iq	ja	jk	ju
Microcomputer Software	ms	mt	mu	mv
Other (specify)	ir	jb	jl	jv
TOTAL	is	jc	jm	JW
TOTAL NONBOOK	ka	kb	kc	kd
GRAND TOTAL HOLDINGS (CD + DQ + FS + HV + JW)	ki			

TOTAL UNCATALOGED PAPERBOUND BOOKS WHICH CIRCULATE ____________

MICROFORMS - Number of Titles represented by books ____________

Number of Titles represented by periodicals (included in Code cp & dj) ________

Number of physical units represented by microforms from Codes dk, dl, jw________

OCPL 253-86

1050.0 GIFTS AND EXCHANGE

The Central Library, Branch Libraries and Member Libraries are invited to select materials from Gifts and Exchange on a regularly pre-scheduled basis. Gifts and exchange materials are located in the basement of Betts Branch Library. Dates for the selection of material are listed in the OCPL CALENDAR OF EVENTS.

In order to make the Gift and Exchange program work effectively, the following practices are observed:

1. Participating libraries must provide their own boxes or OCPL delivery bags. Library staff selecting books are responsible for moving the items from Betts' basement to their cars or to the area designated for pick-up by the OCPL delivery.

2. Gift books needing processing may be sent directly to Technical Services. Remember that each box must have a sheet of paper taped to the top clearly marked TO: T.S.--gift books for processing FROM (e.g.) TULLY.

   Each title in the box must have a completed multiple order form attached to it. If there are multiple copies of one title, make out one form with the correct number of copies listed and interlock or rubberband the copies securely together.

3. Previously processed books may be packed in boxes or OCPL delivery bags and clearly marked with the destination library, TO: (e.g.) CICERO. These will be picked up by OCPL delivery from the designated spot at Betts.

Books remaining after the scheduled Gifts and Exchange dates will be offered by OCPL to BOCES or other appropriate agencies.

1060.0 GRANT-FUNDED PROJECTS

OCPL encourages staff at all levels to contribute suggestions for the extension and/or improvement of services, whether technical or public. If Administration approves the idea but lacks sufficient funding within the operating budget, OCPL may opt to apply for grants from other governmental agencies, foundations, and/or other sources.

After the concept has been approved, the application is developed in cooperation with the Assistant Director, who is directly responsible for the administration of all grant-funded projects.

On occasion, personnel may be part of the grant budget. Such individuals are directly responsible to the unit in which they are placed. Without neglecting special project functions, they are expected to be good team members in working on overall service goals.

All new project staff, even if temporary or part-time, have orientation to OCPL people, services, and procedures. Whenever the project involves publicity, it is imperative that an appointment with Community Services be set at an early date. Likewise, any individual whose service in any way pertains to children must meet with the Head of Children's Services shortly after appointment. Other appropriate appointments will be set up by the Program Supervisor.

Grant funding generally has a different fiscal year from that of the County. It is important that orders be placed and funds expended as judiciously and expeditiously, as possible. It is the responsibility of the Assistant Director to monitor the budget, but the Business Office prepares all fiscal reports.

The following outline delineates roles of involved individuals:

LSCA Projects:

Program supervisor - Assistant Director
- general goals of program
- budget
- State and other reports
- provides general direction and guidance to project staff

Indirect supervision - Head of Central or Unit Head
- recommendations to Assistant Director on goals, services, personnel, etc.
- assists in selection and evaluation of project personnel
- assists in project evaluation

Direct supervision - Unit Head
- schedule coverage within department
- oversees materials expenditure
- assists in selection of personnel
- evaluates personnel
- gives assignments as they comply with general goals of project
- provides day to day supervision of project staff

1060.0 (cont. 1)

Service delivery - Project librarian or Library Assistant

- provides major on-site service
- responsible for purchasing materials
  (confers with AV or other department as appropriate)
- promotion (in conjunction with Community Services)
- maintains all essential records
- prepares narrative report for submission to State
- may confer directly with Program supervisor, as necessary
- keeps all involved informed of significant developments--e.g. talks to groups, shopping mall schedule, videotape development, etc.

2010.0 COM CATALOG

OCPL holdings are presently listed in a Computer Output Microform Catalog (COM Catalog) on microfiche. Its author, title, and subject entries constitute a union list of materials owned by the Central Library, branches and individual member libraries who have elected to participate, to date: East Syracuse, DeWitt, Manlius and Fayetteville. (Members are charged a small annual fee for this service.)

Four cumulations of the catalog are issued per year along with monthly supplements. Copies of the catalog are available in all OCPL libraries as well as other library agencies: OCC, Syracuse City Schools, BOCES, etc.

2010.1 **USER HELPS**

A summary of instructions on how to use the COM catalog (Form #248-85 should be laminated and placed on a surface near the COM.) An OCPL brochure entitled COMCAT is available for distribution. Also of use, especially in group situations, are enlarged author/title/subject entries with parts identification.

HOW TO USE THE COM CATALOG:

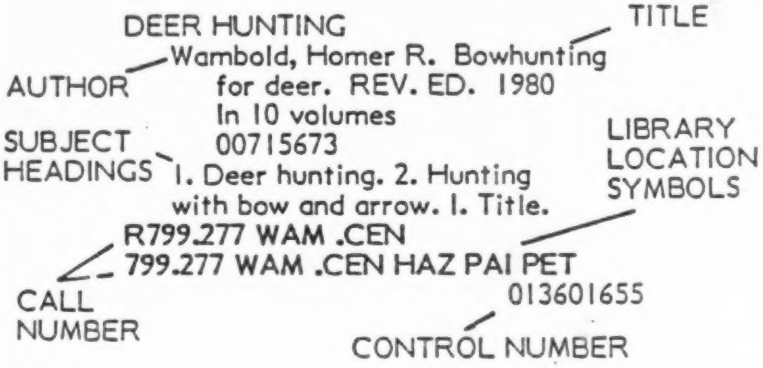
1. Turn on the reader.
2. Select correct fiche.

   AUTHOR * RED STRIP
   TITLE * BLACK STRIP
   SUBJECT * GREEN STRIP

3. To find material at this location, use the CALL NUMBER. To obtain material at other locations, please copy down the CONTROL NUMBER.
4. Turn off reader.
5. Refile fiche, matching both color band and number order.

OCPL #248-85

SUBJECT HEADING SAMPLE



DEER HUNTING
Wambold, Homer R. Bowhunting
for deer. REV. ED. 1980
In 10 volumes
00715673
1. Deer hunting. 2. Hunting
with bow and arrow. I. Title.
R799.277 WAM .CEN
799.277 WAM .CEN HAZ PAI PET
013601655

No matter which way you look for your material, by author, title, or subject, you will find the call number, the library location symbols, and the control number. Your librarian will be happy to help you locate any book.

STEPS TO USING THE COM CATALOG

1. Choose among the TITLE (black), AUTHOR (red) or SUBJECT (green) fiche.
2. Check the alphabetic range of the top of the fiche card and select the card which contains the appropriate first word, name or subject heading.
3. Remove the fiche card from its holder. Pull the fiche reader handle to open the glass plates. Place the fiche right-side up, bottom first, between the glass plates of the fiche reader. Push the handle to close.
4. Turn the reader on, and use the handle to move the fiche up-down and/or right-left to the appropriate spot.
5. To find an item in the library collection once it has been located on the fiche, you need to know the title and the following numbers.

* To locate an item on the shelf, you need the CALL NUMBER: a 3-digit number, or 3 digits with more beyond a decimal, or (F) for fiction or (B) for biography.

* To see if the item is in or out, and to place reserves, you need the CONTROL NUMBER: a 9-digit number that can be used by the staff for a computer check.

* To see which OCPL libraries own an item, you need the LIBRARY CODE. The code for Central is .CEN; branches are designated by the first three or four letters of their names.

NOTE: The CALL NUMBER is at the left, at the bottom of the entry; the CONTROL NUMBER at the right.

SAMPLE AUTHOR ENTRY

BURNS, GEORGE, 1896- .
Dear George: advice & answers from
America's leading expert on everything
from A to B / George
Burns. FIRST 1985
51667657
1. American wit and humor. I.
Title.
816.54 BUR .CEN BET MUN SOU
813.54 BUR HAZ 027479512

SAMPLE SUBJECT ENTRY

AMERICAN WIT AND HUMOR
Burns, George, 1896- . Dear George:
advice and answers from America's leading
expert on everything from A to B / George
Burns. FIRST 1985
51667657
1. American wit and humor. I.
Title.
816.54 BUR .CEN BET MUN SOU
813.54 BUR HAZ 027479512

SAMPLE TITLE ENTRY

DEAR GEORGE:
Burns, George, 1896- . Dear George:
advice and answers from America's leading
expert on everything from A to B / George
Burns. FIRST 1985
51667657
1. American wit and humor. I.
Title.
816.54 BUR .CEN BET MUN SOU
813.54 BUR HAZ 027479512

NOTE: In the examples above, other numbers (besides those mentioned) often appear in the entries, but they are irrelevant to the location of an item.

A listing of library location/symbols on or near each microfiche reader is also advised. OCPL #175-82 forms should be provided for patron use. These are sometimes housed in a book pocket to which are affixed the library location/symbols--and all attached to the front or side of the fiche reader.

TITLE____________________________________

AUTHOR__________________________________

CALL NUMBER______________________________

CONTROL NUMBER__________________________

OCPL 175-82

2010.2 FORMING COM

The key to adding and/or withdrawing titles lies within the Gaylord Circulation System. Each month Gaylord updates OCPL holdings, producing a tape which is mailed to Bro-Dart, OCPL's COM vendor. Bro-Dart tries to obtain bibliographic data through MARC or some other authorized file. For titles for which such data cannot be secured, Bro-Dart produces a list of "no hits" and OCPL-Technical Services may elect to enter original catalog information. In some cases, these "no hits" are simply forced into the COM catalog--i.e. appear with author and title entries *only* (all in capitals); no subject entries.

2011.0 ENTRIES

An entry in the Title section appears like this:

[1]THE NATIVE AMERICANS:
[2]Spencer, Robert F. [3]The native
Americans: ethnology and background
of the North American Indians / Robert F.
Spencer, Jesse D. Jennings, et al. 2D ED.
[4]C1977
[5]5064369X
1. [6]Indians of North America. 2. North
America--Antiquities.
I. [7]Jennings, Jesse David, 1909 - joint
author. II.Title.
[8]970.1 SPE [9].CEN [10]005819375

1 Indexed alphabetically by title
2 Author (last name first)
3 Title of book
4 Date of publication or copyright
5 Bro-Dart Acquisition Number - BAN
6 Subject Heading
7 Tracing
8 Call Number
9 Location
10 Gaylord Control Number

In general, a title should have only one main entry (author) unless OCPL has it in different formats; i.e. Large Print, cassette, disc, etc.

Noted illustrators are brought out for variant folk and fairy tales, picture books, etc. The determination is made by the Head of Children's Services at the time of listing for selection purpose. Unless considered/necessary for interlibrary loan purposes, as described, the title will have only one entry and one control number.

Whenever there is both circulating and reference copies of a particular title, there are two distinct call numbers, one of which has "R" for reference. A title may also be both adult and juvenile; in which case "J" precedes the call number for juvenile. Respective locations are listed.

So that the Central Library always appears first in the listing of *locations*, a period is placed before the .Cen. Other locations are as follows:

Beau = Beauchamp
Bet = Betts
Bkm = Bookmobile
Dew = DeWitt
ESy = East Syracuse
Fay = Fayetteville
Haz = Hazard
Man = Manlius
Mun = Mundy
Pai = Paine
Pet = Petit
Sou = Soule
Whi = White

2011.0 (Cont. 1)

If a title is an *open entry*, the COM does not show the Gaylord Control Number. The title below illustrates a correct entry.

```
FODOR'S BELGIUM AND LUXEMBOURG.
     1969-
          50968130
     1.    Belgium--Description and travel--Guide-books.
     2.    Luxembourg--Description and travel--Guide-books.
     I.  Fodor, Eugene.   II.  Title.
914.93 FOD .CEN PAI
R914.93 FOD .CEN
```

(To identify the control number for a specific year, use the Gaylord title fiche.)

Whenever a title has more than 3 volumes or 3 cassettes, this is shown following the BAN; as,

BAN #   in _______ VOLS. or on _______ CASSETTES.

The control number does not show on COM; to obtain them, use the Gaylord title fiche.

The term "*Ask Librarian*" is used in lieu of a call number so that holdings may be entered at the time the item is ordered. As soon as the proper Gaylord bar-coded label is read into the computer, the call number should replace the "Ask Librarian" tag and appear on subsequent fiche.

Multiple *control numbers* are correct only when they identify distinctive editions; for example:

```
YOU DON'T BRING ME FLOWERS
     DIAMOND, NEIL            YOU DON'T BRING ME
          FLOWERS (SOUND RECORDING) CASS
          COL.  FCT-35625          1978
             01585568
          I.  Title.
MA DIAM YDB D 25 CAS .CEN                    012409482

YOU DON'T BRING ME FLOWERS
     DIAMOND, NEIL            YOU DON'T BRING
          ME FLOWERS  (SOUND RECORDING) DISC
          COL.  FC 35625           1978
             01600516
          I.  Title.
MA DIAM-N YDB D 25  .CEN SOU                  012542208
```

Editions are assumed to be first unless capitalized in the entry. Note examples below, which have distinctive BAN's and Gaylord Control Numbers.

INSIDE THE ATOM.
Asimov, Isaac, 1920- Inside the
atom. Illustrated by John
Bradford. 3RD REV. 1966
00137731
1. Atomic energy--Popular works.
2. Atoms. I. Bradford, John Carroll,
illus. II. Title.
J 541.2 ASI .CEN PAI PET 1160954

INSIDE THE ATOM.
Asimov, Isaac, 1920- Inside the
atom. Illustrated by John
Bradford. NEW, UPDATED 1974
ED. 1974
01233556
1. Atomic energy--Popular works.
2. Atoms. I. Bradford, John Carroll,
illus. II. Title
539.7 ASI .CEN 1069303

Acceptable *format headings* based on Library of Congress "general material designations" are; as follows:

Kit.
Microform.
Machine-readable data file.
Map.
Motion picture--16mm.
Picture--Art reproduction.
Picture--Mini art reproduction.
Realia.
Sound recording--Cass.
Sound recording--Disc.
Sound recording--Compact Disc.
Videorecording--Cass.--VHS
Videorecording--Disc.

In OCPL's COM, the definition for a "Kit" is:

> An item containing two or more categories of material, no one of which is identifiable as the predominant constituent of the item.

Subject headings are as assigned by the LC or the OCPL cataloger. The bibliographic entry indicates the number and type of general material, e.g.

400 flash cards
6 cassettes
10 pamphlets
3 slides

Added entries are also included.

The same call number is attached to each item of the kit and its container.

Subject headings are not generally assigned to plays, poems, essays, etc. by a single author; to fiction or framed art. Collected drama, poetry or fiction by more than one author requires subject headings assignment. Such collected works are call-number identifiable by .01, .08 or .087 following an 800 call number, e.g. 813.01; 823.08; 833.087.

The subject heading "Large Type Books" has been assigned to Large Print and the heading "Talking Books" to a broad spectrum of recordings ranging in their classification from S through X, which includes Books on Tape.

Added entries are generally used; as follows: spelling out numerals at the beginning of a *title* or providing joint author, editor, illustrator, etc. for main (author) entries.

Foreign language books will show the language in the edition field, but the assigned call number is also a good clue.

Bilingual books appear with *the other language*--English in the body of the entry, but can also be traced by the specific foreign language which is used as a subject heading. Multilingual books use "multilingual edition" as the subject tracing.

COM differs from a card catalog in that many entries are visible at one time. For this reason, errors are readily detectible. It is imperative that all staff join in alerting Technical Services to elements that need correction--e.g. multiple control numbers, illegal call numbers, misspellings, out of alphabetic sequence, no location shown. Use form below.

______________________ TAS __________
Entry Fiche No.

__________________ GRID LOC. __________
BAN

________ Title Entry

________ Main Entry/Author

________ Call Number

________ Subject Heading/Tracing

________ Multiple Catalog Entries/Control #'s

COM CATALOG EDITING FORM
OCPL #170-82

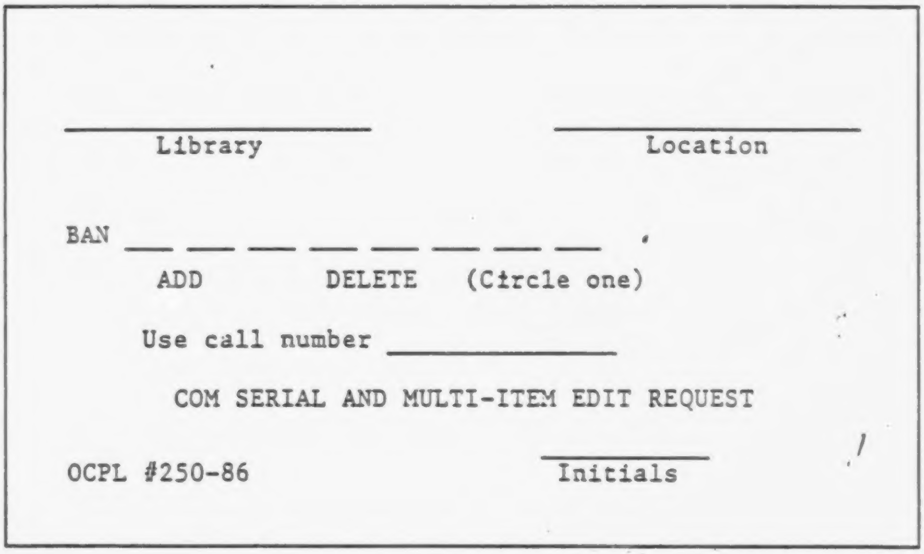
____
Initials

2012.0 UPDATING COM

Technical services adds new libraries to an entry during regular COM Catalog editing. But, if your library is still missing after a cumulation or your location should be deleted, OCPL form # 250-86, COM Serial and Multi-Item Edit Request, should be used.

Request additions or deletions *only* for your library. The title should be given. Enter the BAN, when available. Give the call number to be matched to the added or deleted holding library symbol. And, you *must* initial the form and give your member, branch or Central Library department at the upper right.

Note that a library changing status of an open-entry serial or multi-item title from circulating to restricted or restricted to circulating must use two forms. One form will request the deletion; the other will request the addition.



Library ____________________ Location ____________________

BAN __ __ __ __ __ __ __ __

ADD DELETE (Circle one)

Use call number ______________

COM SERIAL AND MULTI-ITEM EDIT REQUEST

OCPL #250-86 ________ Initials

2020.0 COLLECTION INFORMATION

All libraries provide information about library resources to telephone and in-library users. Requests for information about the location and availability of specific library materials should be handled according to the following procedure:

Check Gaylord for control number. If the material is located at another library and the patron wishes to pick it up at the holding library, either a staff member or the patron should telephone to verify the availability of the material, which is then set aside for pick up. If the requested material is not available in the system, an interlibrary loan request may be taken, provided that the publication date is older than 12 months. See also "Reserves".

Patrons wanting material out in circulation to be reserved and sent to another library for pick up should be encouraged to place the request at that library. This is especially necessary when the pick-up library is another automated unit. A request placed on the terminal may be satisfied by an item not owned by the requesting library and an automated library cannot mechanically transfer what it does not own to another automated unit.

The Catalog Information Desk at the Central Library provides information to both telephone and in-person users and staff on the availability of specific materials owned by libraries on the Gaylord circulation system. The service also provides bibliographic reference service in books-in-print, forthcoming books and books on order at the Central Library, as well as, preliminary subject searching assistance for persons without specific titles in mind. The telephone line dedicated to catalog information is 473-2826.

Staff of non-automated libraries can call to check availability of specific titles by giving title and, if available, control number to Catalog Information staff. This service is particularly helpful for persons with an urgent need for material, who are willing to travel to a near-by OCPL library to pick up an available copy of the item they want.

Catalog Information service is provided through the Central Library Fiction and Humanities Department and is located on the first floor behind the main COM Catalog center.

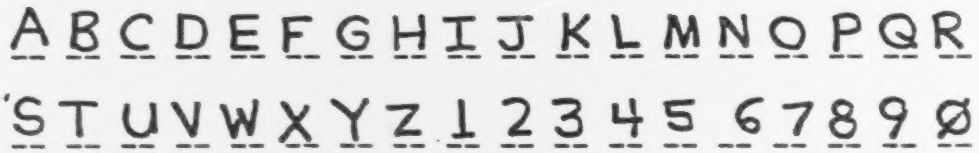
2030.0 UNION LIST OF PERIODICALS

The UNION LIST OF PERIODICALS AND NEWSPAPERS (ULPN) is updated each March, June, September, and December. Update forms should be sent to Technical Services by the end of the preceding month, or at the time holdings are added, changed, or deleted.

GENERAL GUIDELINES

To update library holdings in the UNION LIST OF PERIODICALS AND NEWSPAPERS (ULPN) observe the following instructions:

- Use a red ink pen or red felt pen when filling out the data input forms.
- Use CAPITAL letters and Arabic (non-Roman) numerals only. Examples of properly formed letters are:


A B C D E F G H I J K L M N O P Q R
S T U V W X Y Z 1 2 3 4 5 6 7 8 9 0

Note that the numeral "1" looks like an inverted "T." The number "0" has a slash through it.

- For holdings that are RETAINED PERMANENTLY, use FORM #242-85 (see Appendix 1)--"Permanent Retention Input Form"--to add, change, or delete information.
- For holdings that are CYCLICALLY DISCARDED, e.g. every 6 months, 2 years, 5 years, use FORM #241-85 (see Appendix 2)--"Cyclic Discard Input Form." Use "Cyclic Discard Input Form" to add, change, or delete information.

Copies of these forms are available from OCPL's Supply Room.

2030.1 HOLDINGS ADDITIONS

1. Enter an "N" in Space 1.

2. A "V" will always appear in Space 2 on the form.

3. a) If the title is new to the microfiche ULPN, THERE WILL BE NO ISSN AVAILABLE FROM THE MICROFICHE ULPN. ALWAYS, LEAVE SPACES 3-10 BLANK IN THIS CASE.

   Even if there is an ISSN in the periodical, DO NOT USE IT. Leave spaces 3-10 blank and copy the ISSN on to the back at the upper left corner. See Sample A-3 (Appendix 5)

   b) In the case of a title already on the UPLN, use the 8-character ISSN that is to the right of "ISSN :". If there are two or more ISSNs in the ULPN, choose the ISSN with 8 digits or 7 digits followed by an x. Use Spaces 3 through 10 when entering the ISSN.

4. Enter the library's two-character alphabetic Agency Code in spaces 11 and 12.

5. To list more than one line of information--i.e. location, format,--for the holdings of a particular title in the ULPN, use more than one input form. Use different line numbers in spaces 13, 14 and 15 on the different input forms; e.g., on the first form for the particular title enter "001," on the second form enter "002," on the third form enter "003." When the list is printed, the lines will be printed in the order, "001," "002," "003." It is imperative that there always be digits in these spaces.

6. Recording retention policy for Form #241-85 (APPLICABLE TO MOST LIBRARIES).

   Use Arabic numerals followed by a time designation to show retention period; e.g.:

   8 days kept
   6 months kept--the current month's issues plus the last six, full calendar months. (a weekly or monthly magazine)
   2 years kept--the current calendar year's issues plus the last two, full calendar years. (a weekly or monthly magazine or a quarterly journal)

   Enter information in spaces 21-45. Be sure to leave spaces between numbers and words.

7. Recording retention policy for FORM #242-85. Use spaces 22-26 to record the beginning volume or issue.

   Space 26 must be filled; i.e. v.8 would show as

					8
Spaces	22	23	24	25	26

   Right-justify ending volume in spaces 28-32; leave spaces 28-32 blank if still being received.

Right-justify beginning year in spaces 36-39.

Right-justify ending year in spaces 42-45, leave spaces 42-45 blank if still being received.

8. Use spaces 46-68 for location, format, change of title, or other note.

2030.2 HOLDINGS CHANGES

```
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
*                                                                             *
*         To change only holdings or notes information,                       *
*         RE-INPUT ALL OTHER INFORMATION, AS ON THE LATEST ULPN               *
*                                                                             *
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
```

1. Enter a "C" in space 1.

2. A "V" will always appear in space 2 on the form.

3. Enter the ISSN that is on the ULPN. Enter the 8-character ISSN in space 3 to 10. The ISSN is the 8-character code to the right of "ISSN :" that appears beneath the list of holdings.

4. Enter the library's 2-character alphabetic Agency Code in spaces 11 and 12.

5. There MAY be a line number in parentheses. If there is a 3-digit line number (e.g. 000, 001, 002, etc.) enter it in spaces 13, 14, and 15. If there is no line number (the spaces between the last character of the Agency Code and the right parenthesis is blank), leave spaces 13, 14, and 15 blank.

6. Recording retention policy for Form #241-85 (APPLICABLE TO MOST LIBRARIES).

   Use Arabic numerals followed by a time designation to show retention period; e.g.:

   8 days kept
   6 months kept--the current month's issues plus the last six, full calendar months. (a weekly or monthly magazine)
   2 years kept--the current calendar year's issues plus the last two, full calendar years. (a weekly or monthly magazine or a quarterly journal)

   Enter information in spaces 21-45. Be sure to leave spaces between numbers and words.

7. Recording retention policy for FORM #242-85. Use spaces 22-26 to record the beginning volume or issue.

   Space 26 must be filled; i.e. v.8 would show as

					8
Spaces	22	23	24	25	26

   Right-justify ending volume in spaces 28-32; leave spaces 28-32 blank if still being received.

   Right-justify beginning year in spaces 36-39.

   Right-justify ending year in spaces 42-45, leave spaces 42-45 blank if still being received.

8. You can put any type of note you want in the "NOTES" field. If you do list a microform title, be sure the word "microfilm" or "Microfiche" is

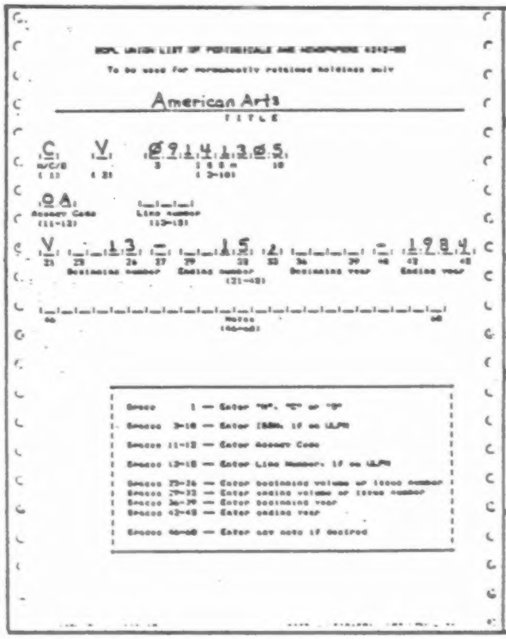
2030.3 HOLDINGS DELETIONS

1. Enter "D" in space 1.
2. A "V" will always appear in space 2 on the form.
3. Enter the ISSN that is on the ULPN. Enter the 8-character ISSN in space 3 to 10. The ISSN is the 8-character code to the right of "ISSN :" that appears beneath the list of holdings.
4. Enter the library's 2-character alphabetic Agency Code in spaces 11 and 12.
5. There MAY be a line number in parentheses. If there is a 3-digit line number (e.g. 000, 001, 002, etc.) enter it in spaces 13, 14, 15. If there is no line number (the spaces between the last character of the Agency Code and the right parenthesis is blank), leave spaces 13, 14, and 15 blank.

2030.4 PERIODICAL TITLE CHANGE

When a periodical changes title, enter holdings of the old title under the old title and enter holdings after the title change under the new title. The publisher may assign the same ISSN to the new title as in the old. However, do not use this ISSN for the new title, leave the ISSN spaces, 3-10, blank.

Old Title - American Arts



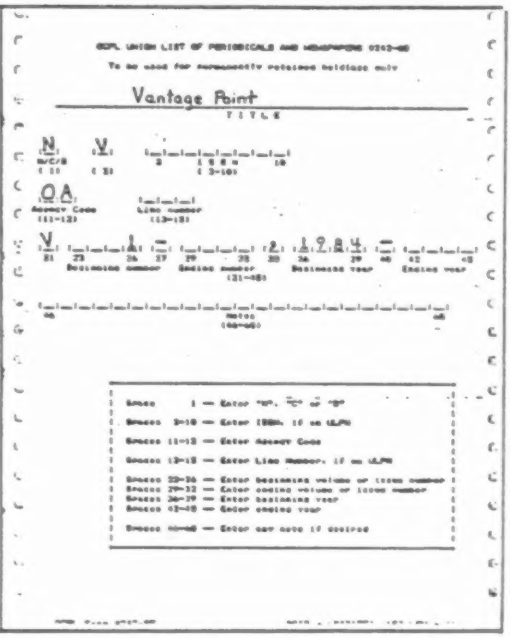
American Arts

C V 09141305

OA

V 13 – 15 2 – 1984

New Title - Vantage Point



Vantage Point

N V

OA

V 1 – 2 1984 –

2030.5 CHANGES TO AGENCIES LIST

For any additions, changes or deletions to the information in the AGENCIES LISTING, send OCPL/Technical Services, ULPN Editor a note specifying the addition, change or deletion.

2030.6 CHANGES TO SUBJECT HEADINGS

Technical services adds, changes, and deletes subjects as time permits. The primary list of subject headings is taken from the STANDARD PERIODICAL DIRECTORY, supplemented by some specially assigned OCPL subject headings. Any suggestions for subject heading changes or additions should be forwarded to OCPL/Technical Services, ULPN Editor.

APPENDIX 1

OCPL ULPN HOLDINGS INFORMATION INPUT FORM #241-85

To be used for cyclically discarded holdings only

TITLE

N/C/D (1)

V (2)

I S S N (3-10)

Agency Code (11-12)

Line number (13-15)

21 — 45

Number of days/weeks/months/years KEPT (21-45)

46 — 68

Notes (46-68)

Space 1 -- Enter "N", "C" or "D"

Spaces 3-10 -- Enter ISSN, if on ULPN

Spaces 11-12 --Enter Agency Code

Spaces 13-15 --Enter Line Number, if on ULPN

Spaces 21-45 -- Enter number of days kept
or weeks kept
or months kept
or years kept

Spaces 46-68 -- Enter any note desired

OCPL #241-85 rev.

DSID = LBA31DE1 REC LEN = 86

OCPL ULPN HOLDINGS INFORMATION INPUT #242-85

To be used for permanently retained holdings only

TITLE

N/C/D (1)
V (2)
ISSN (3-10)

Agency Code (11-12)
Line number (13-15)

V
21
23 26 - 27
29 32 , 33
Beginning number
Ending number
36 39 = 40
Beginning Year
42 45
Ending year
(21-45)

46 Notes 68
(46-68)

Space 1	-- Enter "N", "C" or "D"
Spaces 3-10	-- Enter ISSN, if on ULPN
Spaces 11-12	-- Enter Agency Code
Spaces 13-15	-- Enter Line Number, if on ULPN
Spaces 23-26	-- Enter beginning volume or issue number
Spaces 29-32	-- Enter ending volume or issue number
Spaces 36-39	-- Enter beginning year
Spaces 42-45	-- Enter ending year
Spaces 46-68	-- Enter any note if desired

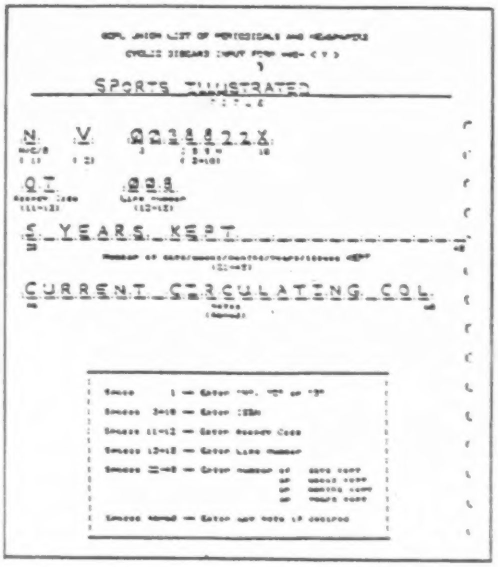
OCPL #242-85 rev.

DSID = LBA31DE1 REC LEN = 86

SAMPLE A - 1

NEW SET OF HOLDINGS ADDED

INPUT FORMS



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
CYCLIC DISCARD INPUT FORM NEW (Y)

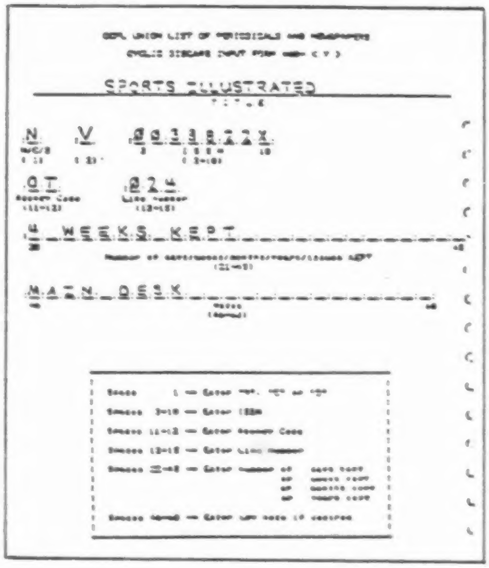
SPORTS ILLUSTRATED

N V 0038822X

OT 008

5 YEARS KEPT

CURRENT CIRCULATING COL



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
CYCLIC DISCARD INPUT FORM NEW (Y)

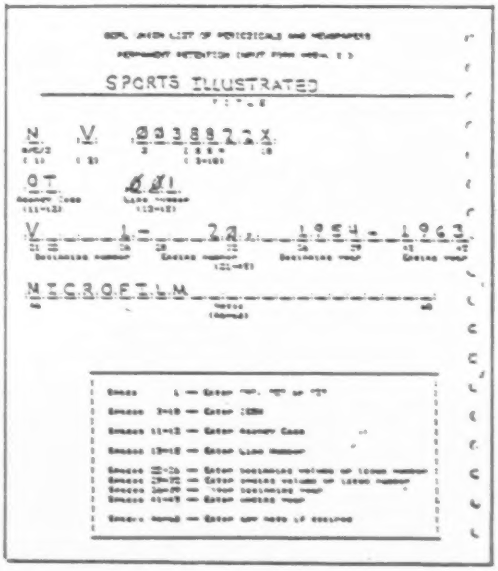
SPORTS ILLUSTRATED

N V 0038822X

OT 024

4 WEEKS KEPT

MAIN DESK



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
PERMANENT RETENTION INPUT FORM NEW ( )

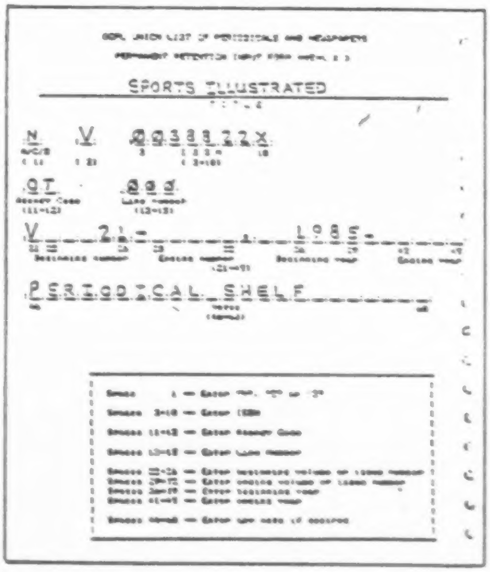
SPORTS ILLUSTRATED

N V 0038822X

OT 001

V 1- 20, 1954- 1963

MICROFILM



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
PERMANENT RETENTION INPUT FORM NEW ( )

SPORTS ILLUSTRATED

N V 0038822X

OT 000

V 21- , 1985-

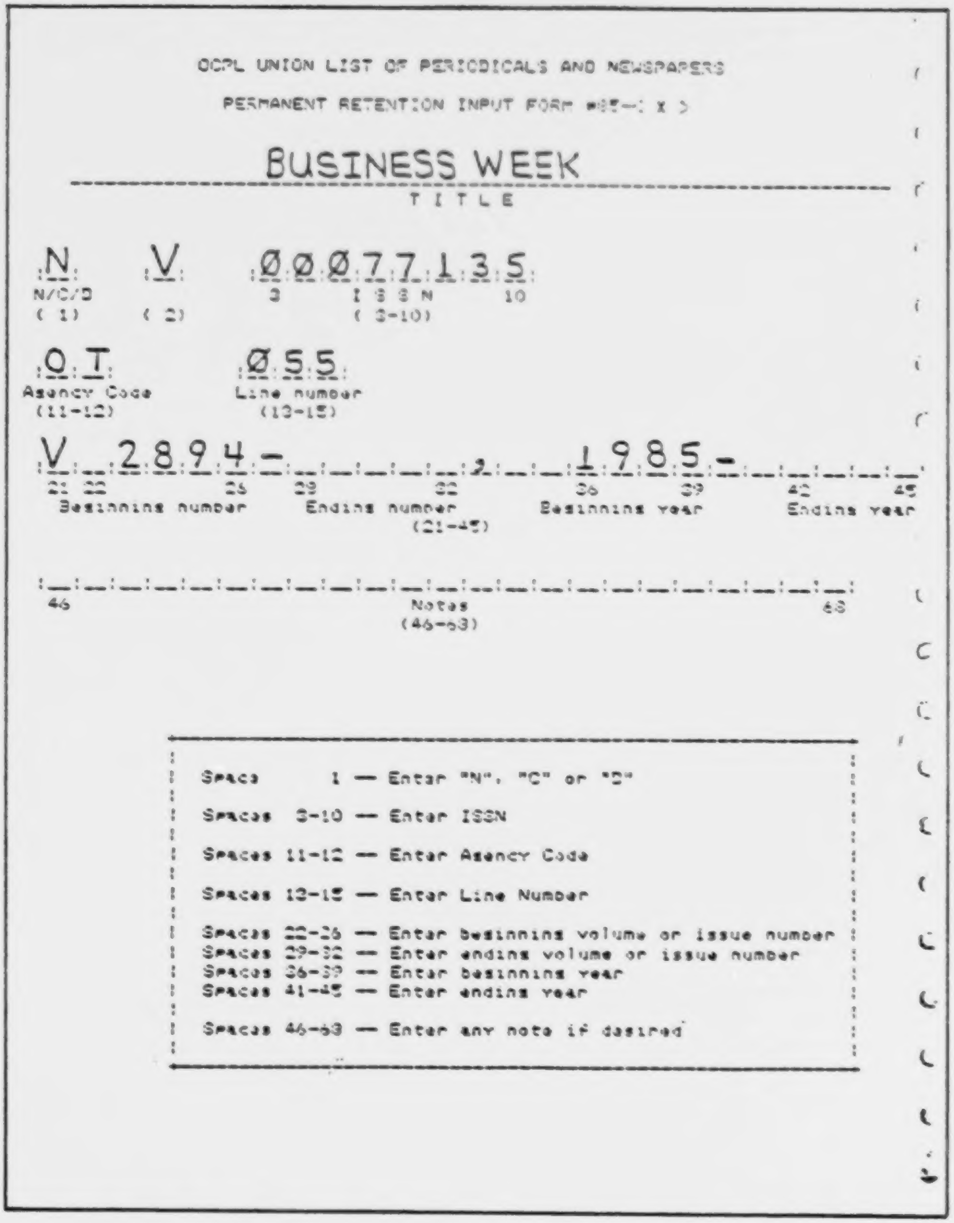
PERIODICAL SHELF

WHAT ULPN WILL LOOK LIKE

```
(OT000)  OCPL-TECH SERVICES  V    1-   20,  1954- 1963  MICROFILM
(OT001)                      V   21-     ,  1985-       PERIODICAL SHELF
(OT008)                      5 YEARS KEPT               CURRENT CIRCULATING CO
(OT024)                      4 WEEKS KEPT               MAIN DESK
```

SAMPLE A - 2

Title is "new"
to the library's
collection and
has numbered issues.



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS

PERMANENT RETENTION INPUT FORM #85-(X)

BUSINESS WEEK
TITLE

N — N/C/D (1)
V — (2)
00077135 — ISSN (3-10)

OT — Agency Code (11-12)
055 — Line number (13-15)

V 2894- , 1985-
Beginning number (21 22 – 26), Ending number (29 – 32), Beginning year (36 – 39), Ending year (42 – 45) (21-45)

Notes (46-63)

Space 1 — Enter "N", "C" or "D"

Spaces 3-10 — Enter ISSN

Spaces 11-12 — Enter Agency Code

Spaces 13-15 — Enter Line Number

Spaces 22-26 — Enter beginning volume or issue number
Spaces 29-32 — Enter ending volume or issue number
Spaces 36-39 — Enter beginning year
Spaces 41-45 — Enter ending year

Spaces 46-63 — Enter any note if desired

WHAT ULPN WILL LOOK LIKE

(OT055) OCPL-TECH SERVICES V 2894- , 1985-

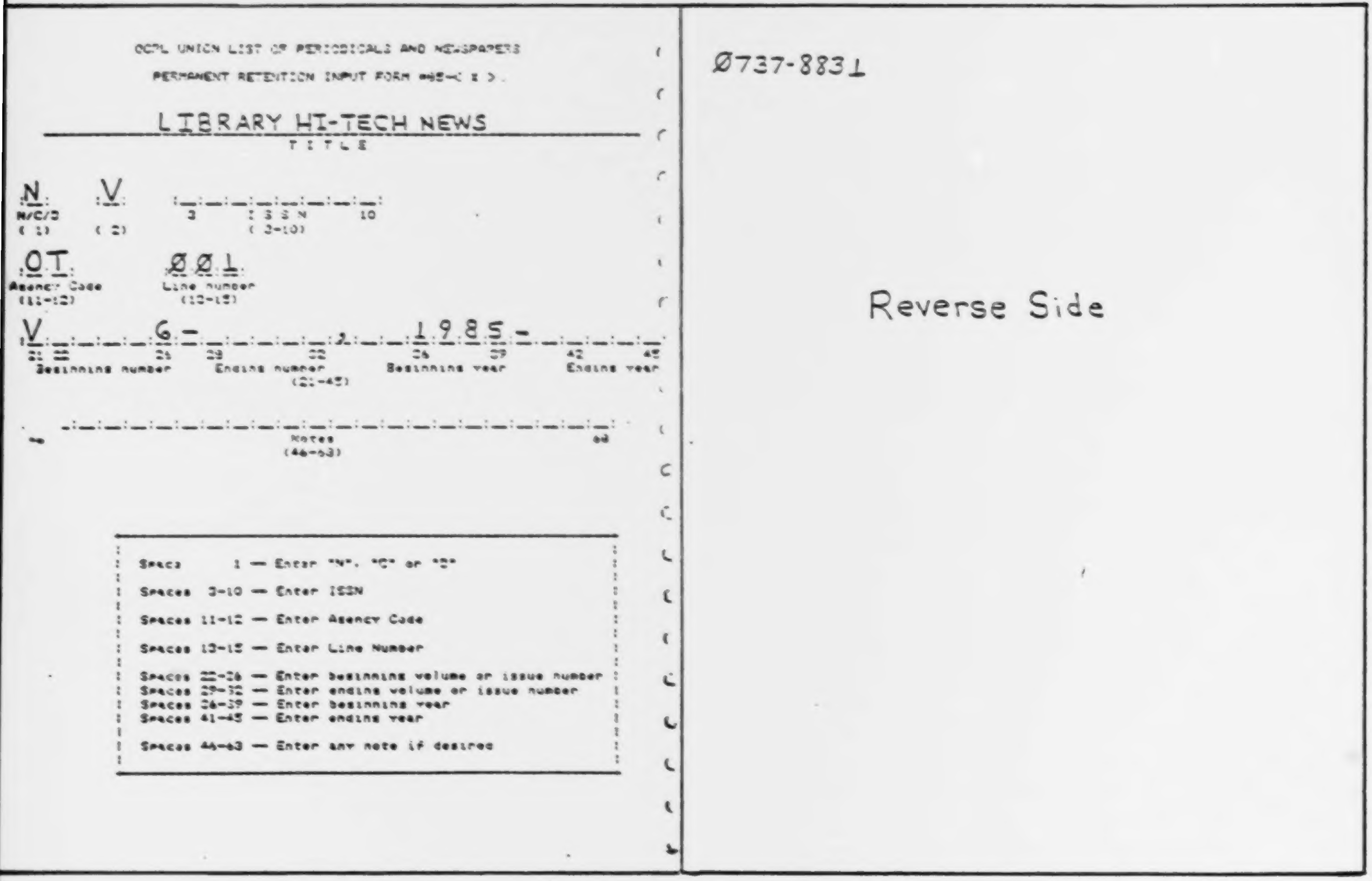
BEST COPY AVAILABLE

SAMPLE A - 3

Title is "new" to
the library's collection and is
"new" to the ULPN

* * * *

Note ISSN on reverse



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
PERMANENT RETENTION INPUT FORM #85-(X).

LIBRARY HI-TECH NEWS
TITLE

N
N/C/D
(1)

V
(2)

3 ISSN 10
(3-10)

OT
Agency Code
(11-12)

001
Line number
(13-15)

V 6- , 1985-
21 22 26 28 32 36 39 42 45
Beginning number Ending number Beginning year Ending year
(21-45)

Notes
(46-63)
64

Space 1 — Enter "N", "C" or "D"
Spaces 3-10 — Enter ISSN
Spaces 11-12 — Enter Agency Code
Spaces 13-15 — Enter Line Number
Spaces 22-26 — Enter beginning volume or issue number
Spaces 29-32 — Enter ending volume or issue number
Spaces 36-39 — Enter beginning year
Spaces 41-45 — Enter ending year
Spaces 46-63 — Enter any note if desired

0737-8831

Reverse Side

WHAT ULPN WILL LOOK LIKE

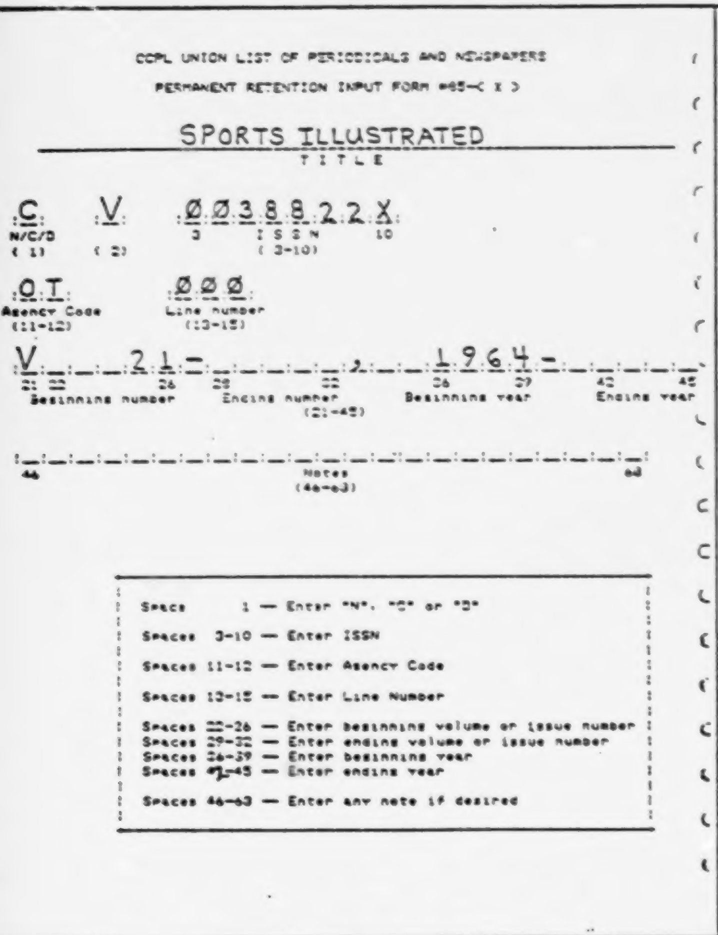
(OT001) OCPL-TECH SERVICES V 6- , 1985-

SAMPLE B - 1

CHANGED SET OF HOLDINGS FROM SAMPLE A - 1

The update forms below
change information that
was "new" in Sample B - 1

INPUT FORMS

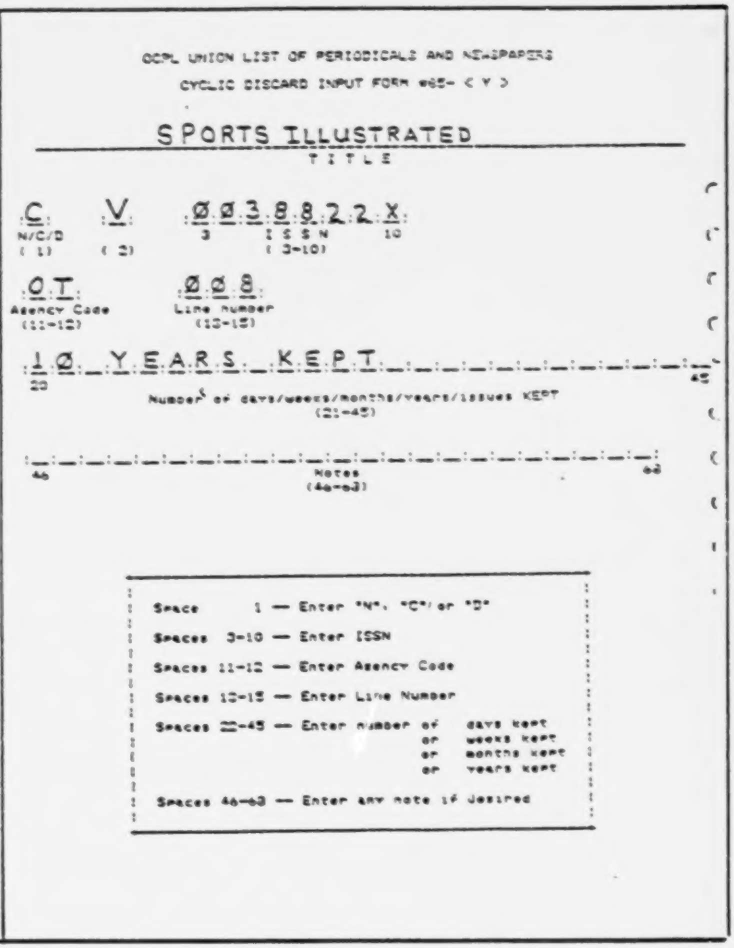


OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
PERMANENT RETENTION INPUT FORM #65-< X >

SPORTS ILLUSTRATED
TITLE

C — N/C/D (1)
V — (2)
ØØ388 22X — ISSN (3-10)
OT — Agency Code (11-12)
ØØØ — Line number (13-15)
V 21- , 1964- — Beginning number, Ending number, Beginning year, Ending year (21-45)
Notes (46-63)

Space 1 — Enter "N", "C" or "D"
Spaces 3-10 — Enter ISSN
Spaces 11-12 — Enter Agency Code
Spaces 13-15 — Enter Line Number
Spaces 22-26 — Enter beginning volume or issue number
Spaces 29-32 — Enter ending volume or issue number
Spaces 36-39 — Enter beginning year
Spaces 42-45 — Enter ending year
Spaces 46-63 — Enter any note if desired



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS
CYCLIC DISCARD INPUT FORM #65- < Y >

SPORTS ILLUSTRATED
TITLE

C — N/C/D (1)
V — (2)
ØØ38822X — ISSN (3-10)
OT — Agency Code (11-12)
ØØ8 — Line number (13-15)
1Ø YEARS KEPT — Number of days/weeks/months/years/issues KEPT (21-45)
Notes (46-63)

Space 1 — Enter "N", "C" or "D"
Spaces 3-10 — Enter ISSN
Spaces 11-12 — Enter Agency Code
Spaces 13-15 — Enter Line Number
Spaces 21-45 — Enter number of days kept
or weeks kept
or months kept
or years kept
Spaces 46-63 — Enter any note if desired

WHAT ULPN WILL LOOK LIKE

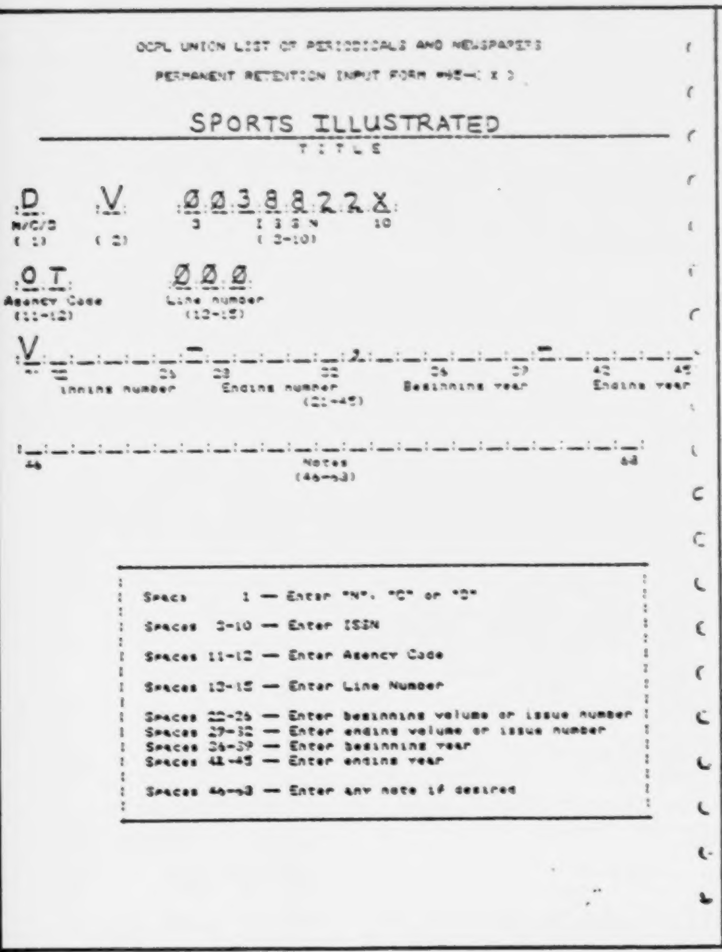
```
(OT   )  OCPL-TECH SERVICES  V    1-   20,  1954- 1963  MICROFILM
(OT000)                      V   21-     ,  1964-
(OT008)                      10 YEARS KEPT
(OT024)                      4 WEEKS KEPT               MAIN DESK
```

SAMPLE C - 1

DELETED SET OF HOLDINGS

The update forms below
delete information that
was "new" in Sample A - 1

INPUT FORMS



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS

PERMANENT RETENTION INPUT FORM #65-(X)

SPORTS ILLUSTRATED
TITLE

D (N/C/D (1)) V (2) 0038822X (ISSN (3-10))

OT (Agency Code (11-12)) 000 (Line number (13-15))

V — 2 — (Beginning number, Ending number, Beginning year, Ending year (21-45))

Notes (46-63)

Space 1 — Enter "N", "C" or "D"

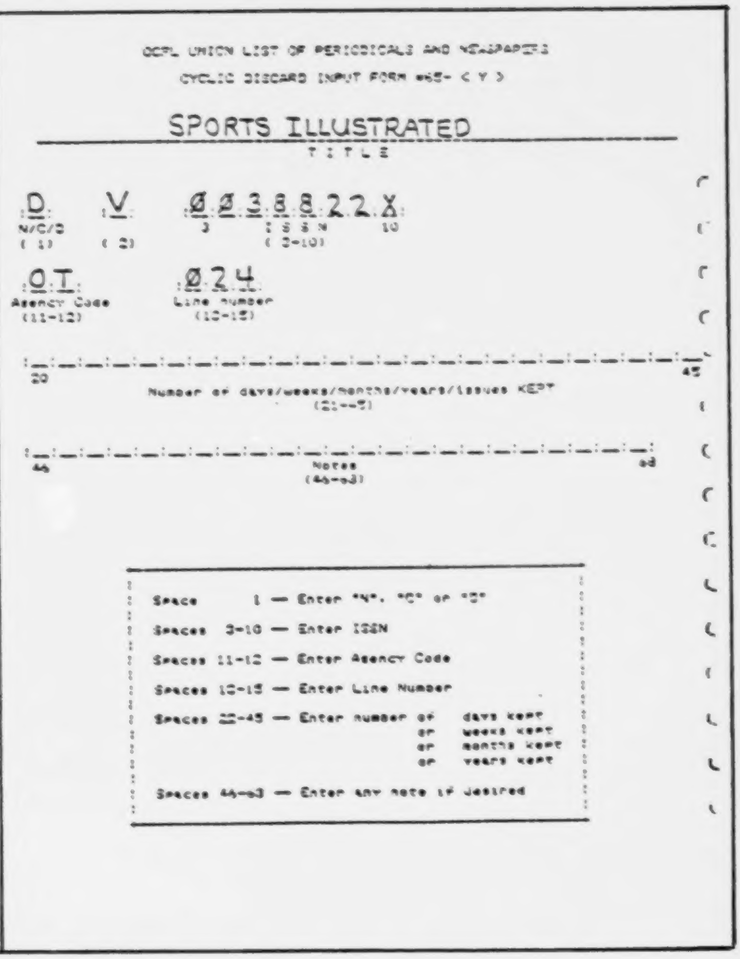
Spaces 3-10 — Enter ISSN

Spaces 11-12 — Enter Agency Code

Spaces 13-15 — Enter Line Number

Spaces 22-25 — Enter beginning volume or issue number
Spaces 29-32 — Enter ending volume or issue number
Spaces 36-39 — Enter beginning year
Spaces 41-45 — Enter ending year

Spaces 46-63 — Enter any note if desired



OCPL UNION LIST OF PERIODICALS AND NEWSPAPERS

CYCLIC DISCARD INPUT FORM #65- < Y >

SPORTS ILLUSTRATED
TITLE

D (N/C/D (1)) V (2) 0038822X (ISSN (3-10))

OT (Agency Code (11-12)) 024 (Line number (13-15))

Number of days/weeks/months/years/issues KEPT (21-45)

Notes (46-63)

Space 1 — Enter "N", "C" or "D"

Spaces 3-10 — Enter ISSN

Spaces 11-12 — Enter Agency Code

Spaces 13-15 — Enter Line Number

Spaces 22-45 — Enter number of days kept
or weeks kept
or months kept
or years kept

Spaces 46-63 — Enter any note if desired

WHAT ULPN WILL LOOK LIKE

```
(     )  OCPL-TECH SERVICES  V    1-    20,  1954- 1963  MICROIFLM
(OT008)                      5 YEARS KEPT                CURRENT CIRCULATING COL
```

2040.0 AUDIOVISUAL SERVICES

The following audiovisual services are routinely available and may be requested on the standard "AV Booking Form":

- 16mm motion pictures
- 1/2 VHS or 3/4-inch videocassettes
- audiovisual equipment (libraries only)
- consultation on selection and utilization

040.1 WHO MAY BORROW

1. Films and videocassettes may be borrowed by representatives of community groups, institutions, government agencies, business and industries within the area served. Such representatives must be 18 or over.
2. Films and videocassettes may be borrowed by individuals 18 and over who are residents of Onondaga County or the area served by contract with the North Country Library System. A sheriff's ID card may be requested as proof of age.
3. All film and videocassette borrowers must hold a current OCPL borrower's card and register with Audiovisual Services.
4. Should questions arise regarding financial liability or unusual utilization circumstances, the patron should be referred directly to the Head of Audiovisual Services.
5. While OCPL films are not intended for curriculum related classroom use, "after-school" clubs and groups may request film service. The following procedures should be followed:
    - The faculty sponsor must register as a film borrower, using his/her library card number.
    - An"Institutional Film Borrower's Responsibility Agreement" should be requested from Audiovisual Services. This should be completed by the school Administrator and returned to AV.
    - Once the faculty sponsor is registered and the Agreement is on file at AV, film service can begin.

2040.2 HOW TO BORROW

1. Requests may be made through any OCPL branch or member library or directly at Audiovisual Services in the Central Library.
2. Reservations for specific titles should be at least two weeks prior to your show date.
3. A small, representative collection of films is always available for immediate pick-up directly from Audiovisual Services. This collection is changed monthly and provides a practical alternative for those patrons with "last-minute" requirements.
4. Film reservations may be made up to six months in advance of show date with the exception of "holiday" titles being requested for the critical booking period for that holiday. In such cases reservations will be accepted no earlier than two months prior to the first working day of the holiday month. (August 1 for Halloween, October 1 for Christmas, etc.)
5. Films and videocassettes may be booked for pick-up and return at any OCPL branch or member library or at Audiovisual Services in the Central Library.

2040.3 LOAN PERIOD

Films are loaned for "show date" only. They must be returned no later than the first open day following the showing. Late returns are charged at the rate of $3.00 per reel per calendar day.

Home videocassettes in VHS format are available for 3-day loans. Overdue charges are calculated by AV. (See 2043.0, #11.)

2040.4 LIMITS TO BORROWING

A maximum of 60 minutes or one feature and one "short" may be reserved for any one program. No more than one "holiday" title may be booked for any single program for that holiday.

Each household is limited to two videocassettes at a time, and there are no reissues without permission of AV Services, which, due to heavy demand, will not reissue either feature-length films or children's titles.

2040.5 LIABILITY OF BORROWER

The film/video borrower is solely responsible for all films borrowed and will be liable for any damage or loss. All OCPL films are electronically inspected after each use. Damage or replacement charges will be based on costs set by the distributor.

Late returns will be charged at the rate of $3.00 per reel per calendar day. NO EXCEPTIONS!! (AV calculates fine: see 2043.0, #11.)

Borrowing privileges may be suspended if items are frequently overdue or policies ignored. No items will be loaned to individuals or agencies having unpaid fines.

2040.6 RESTRICTIONS ON FILM USE

1. OCPL films are not available for classroom use in any school or college.
2. OCPL films may not be shown at a program where an admission fee is charged or a donation requested.
3. OCPL films may not be altered, televised, taped or copied in any form. Permission to copy or televise must be obtained from the distributor.

2040.7 RESTRICTIONS ON VIDEOCASSETTE USE

1. Most VHS videocassettes are sold for "private home use only." This restriction is placed by the copyright owner, not the Library.

2. Any use of such videocassettes other than in a private residence for viewing by "a normal circle of a family and its social acquaintances" is considered public performance and may be in violation of the copyright law.

3. Section 110 (1) of the Copyright Law (Chapter 17, U.S. Code) does provide an exemption for *certain* public performances. To qualify, the performance must be "by instructors or pupils in the course of face to face teaching activities of a non-profit educational institution, in a classroom or similar place devoted to instruction."

4. It is our professional responsibility to the copyright owner to ensure, insofar as possible, that we do not *knowingly* loan videocassettes to patrons who have indicated their intention to use those videocassettes in an illegal manner, e.g. for public performance (whether or not an admission fee is charged).

5. Some videocassettes are purchased with full public performance rights included. For these tapes the above restrictions (para. 1-4) do not apply. Public performance videocassettes can be used for library programs, by civic groups and others in the same manner as 16mm films.

6. Videocassettes *with* public performance rights are marked with a green tab label affixed to the spine.

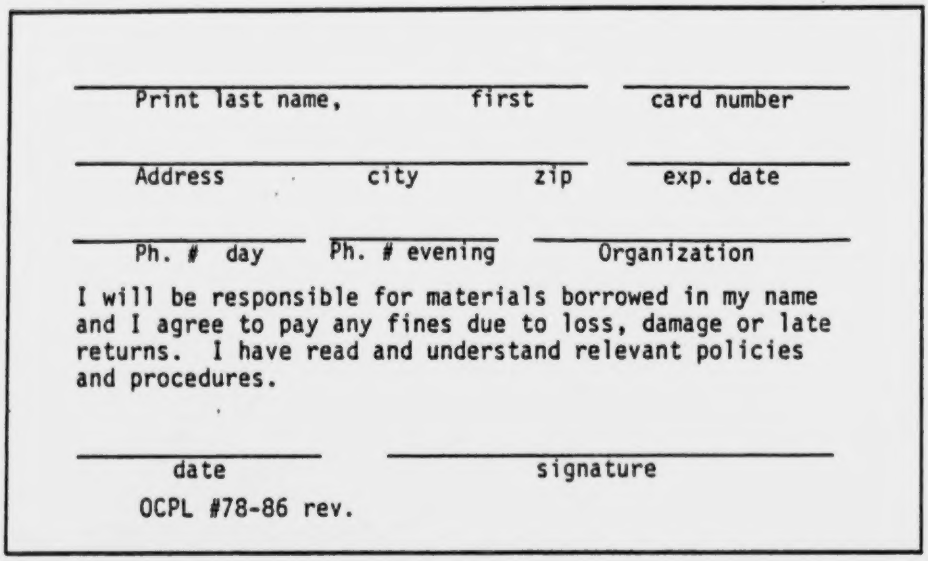
7. Questions regarding public performance rights for a specific title or questions about the nature of a planned performance of a videocassette should be directed to the Audiovisual Consultant.

2040.8 PROGRAMMING AND REFERENCE

Special assistance with program planning, non-theatrical film reference and solutions to your non-print media problems may be obtained by calling OCPL AV Services at 473-2707, Monday through Friday between 8:30 a.m. and 4:30 p.m.

2041.0 16MM FILMS AND VIDEOCASSETTES FOR PATRON USE

1. Follow procedures outlined above, verifying that the patron's library card is current and valid, ie. not expired, not stopped. If patron has not previously borrowed 16mm films or videocassettes, submit a completed signature card #78-86 along with the booking request.



Print last name, first ______ card number ______

Address city zip ______ exp. date ______

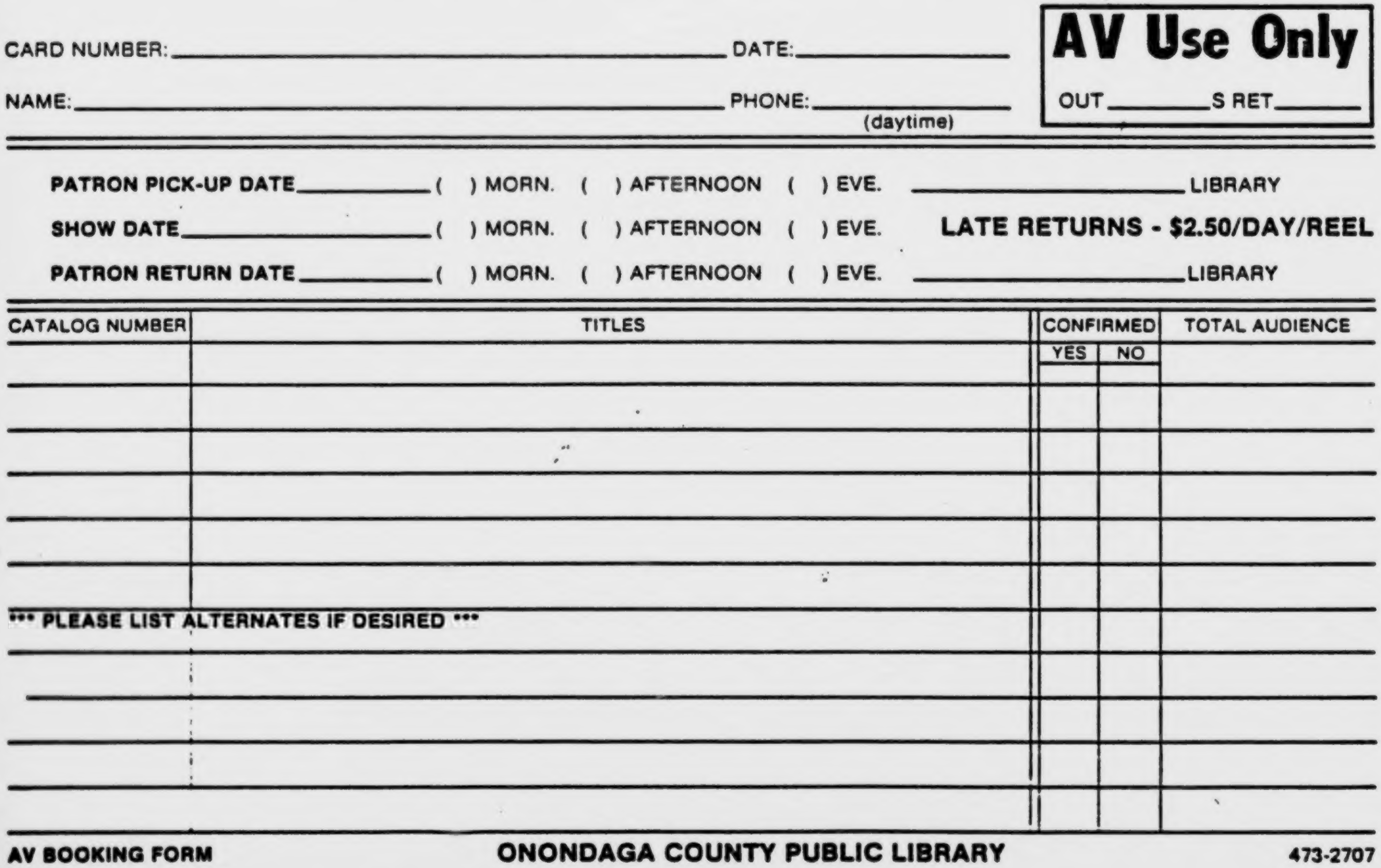
Ph. # day ______ Ph. # evening ______ Organization ______

I will be responsible for materials borrowed in my name and I agree to pay any fines due to loss, damage or late returns. I have read and understand relevant policies and procedures.

date ______ signature ______

OCPL #78-86 rev.

2. Patron's full library card number (from the bar code label) should be written in the upper left corner of the booking request form.



CARD NUMBER: ______ DATE: ______

NAME: ______ PHONE: ______ (daytime)

AV Use Only

OUT ______ S RET ______

PATRON PICK-UP DATE ______ ( ) MORN. ( ) AFTERNOON ( ) EVE. ______ LIBRARY

SHOW DATE ______ ( ) MORN. ( ) AFTERNOON ( ) EVE. **LATE RETURNS - $2.50/DAY/REEL**

PATRON RETURN DATE ______ ( ) MORN. ( ) AFTERNOON ( ) EVE. ______ LIBRARY

CATALOG NUMBER	TITLES	CONFIRMED		TOTAL AUDIENCE
		YES	NO	
*** PLEASE LIST ALTERNATES IF DESIRED ***				

AV BOOKING FORM ONONDAGA COUNTY PUBLIC LIBRARY 473-2707

3. Use one form per show date. Ask patron to list alternate titles if desired, along with a note on approximate length of film program desired.
4. Films should be requested at least two weeks before desired show date. Popular titles such as Disney and most children's films are often booked three to four months ahead.
5. Before sending booking requests to AV, be certain a staff member has checked all requests for complete and accurate information. Especially check for the name of the pick-up and return library as well as date and time of pick-up, show and return. Incomplete requests cannot be processed.
6. Retain the BLUE copy for your records. It should be held until the computer-generated "CONFIRMATION FORM" is received. By comparing the two, it will be possible to note any changes in the original request and alert the patron accordingly. The blue copy serves as a reminder of when and for whom a booking request was submitted. Normal response time for the CONFIRMATION FORM" should be 5-7 working days. In the event that more time has elapsed, contact AV by telephone.

2042.0 16MM FILMS FOR LIBRARY USE

Booking procedures are outlined in the introductory pages of the film catalog. While the instructions provided are intended for public use, most also apply to library programming.

1. Submit one booking form for each show date. Be certain to include the name of your library and the date and time of showing. If alternate titles are provided, we will attempt to book them in the order listed, should your first choice not be available. Note the total running time of the film program so that a complete show may be booked, especially if alternates are used. Retain the BLUE copy for your records.
2. Requests for library programs are given priority due to the need for advance publicity. Confirmation will be returned within three working days. Requests are generally processed the day of receipt, so verbal confirmation is possible within 24 hours.
3. Library program requests for holiday titles will be processed on the first working day of the month, three months prior to the holiday: July 1 for Halloween; September 1 for Christmas. A limit of one title per show date applies.
4. A variety of filmographies, indices, catalogs and a state-wide union list are available as reference tools in Audiovisual Services. Should you have specific requirements that cannot be met through our collection, please contact the Head of Audiovisual Services for assistance.

2043.0 16MM FILM AND VIDEOCASSETTE LOANS

1. AV Booking Forms and Film Service Signature Cards are available in quantity from the OCPL Business Office Stock Room. A typical six-months supply might number 250 Booking Forms and 25 Signature Cards.
2. OCPL Film Catalogs are offered for sale at $2.00 each. There is no charge for supplements. Additional copies may be obtained from Audiovisual Services. Libraries should send monies collected to the OCPL Business Office, identifying AV catalog sales and amount received for same.
3. Videocassette titles may be found in the COM catalog, using the heading "Videorecording--Cass VHS."
4. Weekly "Library Confirmation Reports" are sent to each library on Friday. Verify OCPL deliveries and shipments, confirm titles and number of reels to patrons, confirm due dates and note date returned and date put in delivery on this print-out. NOTE: This report is generated from data in the computer as of Wednesday night. Any bookings or cancellations made subsequently for the coming week will not be listed.
5. Any discrepancies between actual shipments, prior confirmations and the "Library Confirmation Report" should be called into Audiovisual Services as soon as possible!
6. Films should be circulated to patrons using the information provided on the "Weekly Report" and the "Audience Report Form" enclosed with the film shipment. Do not attempt to circulate films using the Gaylord System. Statistics will be provided by Audiovisual Services.
7. Patrons may have to be called when their films arrive since the booking period is necessarily short. Telephone numbers are provided on the Audience Report Form.
8. Films not picked up by the show date should be returned to AV. Mark the Audience Report Form "N P U" on the line for "total audience." Videocassettes not picked up by due date should also be returned promptly to AV.
9. Before accepting returns from the patron, let AV Services know if there are any not included on your "Library Confirmation Report."
10. When returning films to AV, do not place them in a bag with books and mail. Unless there are enough films to partially fill a delivery bag, keep them separate but close by your returning book/mail bags. The Driver-Messenger will sort the films once in the truck.
11. Overdue and damage fines will be calculated by AV and the patron notified directly. Subsequent payments at your library should be forwarded to Audiovisual Services.
12. Permission to reissue titles must come from AV Services. Due to heavy demand on the videocassette collection, no reissues will be allowed for either feature-length films or children's titles.

2044.0 AUDIOVISUAL EQUIPMENT

Available for short-term loan to libraries only are the following AV equipment items:

Audio Equipment
- Portable Public Address/Sound System (indoor use)
- Portable Phonographs
- Cassette Recorders/Players
- Microphones and Speakers

Video Equipment
- 3/4-inch'U-matic players
- 1/2-inch "VHS" player/recorder
- Color Video camera
- 19-inch color TV sets

Projection Equipment
- 16mm motion picture
- 35mm slide & filmstrip (rear-projection and standard)
- Opaque Projector('flat' pictures, artwork up to 10"x10")
- Overhead Projector (Vu-graphs, transparencies to 10"x10")
- Tripod projection screens
- Table-top rear-projection screens

For assistance in selection, installation, and/or operation, call Head of AV Services, 473-2707.

2044.1 AV EQUIPMENT PROBLEMS

Branches experiencing problems with their own equipment should contact Audiovisual Services regarding repair and maintenance. If necessary to send equipment to Audiovisual Services, AV will try to provide a temporary loan of the appropriate machine.

2045.0 TELEVISION-CABLE CAPABILITY

Branch libraries and the Audiovisual Department have television-cable capability for the use in library programming to benefit individuals and/or groups.

Reading Rainbow, the public television program designed to encourage children to read, is shown at branches and Central Children's Room during the summer months.

When not in use, the television set should be kept in a secure location.

50.0 SERVICES FOR THE HANDICAPPED

A variety of services and resources are available for the disabled, whether or not they are personally able to visit the library.

Following is a selective listing:

- delivery of talking books, talking book machines and cassette players
- repair of talking book machines and cassette players
- reference service
- volunteer reading of materials for blind and visually handicapped individuals (by appointment)
- assistance in applying for beginning Talking Book Service
- reading materials including cassettes, talking books, Braille books, Braille periodicals, large print books and magazines
- mailing and/or delivery of reading materials
- information about and short-term 'get-acquainted' loans of low-vision aids
- information about total library services
- referral services
- Kurzweil Reading Machine for the Blind
- a free monthly newsletter in Braille, large print, or cassette providing helpful hints, recipes, schedules of library programs, Civic Center, and other community events.
- teletype communication for the hearing-impaired.
- adapted toys and equipment for the multiply-disabled (called Project Adapt)
- microcomputer for use by personnel affiliated with organizations and/or agencies serving the disabled
- assistive listening devices for use by hearing-impaired in library-sponsored programs
- decoders for captioned TV programs on loan to the hearing-impaired

2050.1 TALKING BOOK SERVICE

As a sub-lending agency of the NYS Library for the Blind and Visually Handicapped (NYSLBVH), OCPL obtains talking books with which to initiate and supplement service to local users. Apart from a relatively small talking book collection, donated to OCPL, all materials and talking book equipment are the property of the federal government.

Individuals and institutions (hospitals, nursing homes, schools) may apply for talking book service by completing forms available to branch and member libraries on request from OCPL Services for the Handicapped (SFH).

Individuals qualified for the service are those certified legally blind or so visually or physically handicapped that they are unable to use standard printed material. In the case of individuals in institutions, application is made by the institution, rather than the individual residing there.

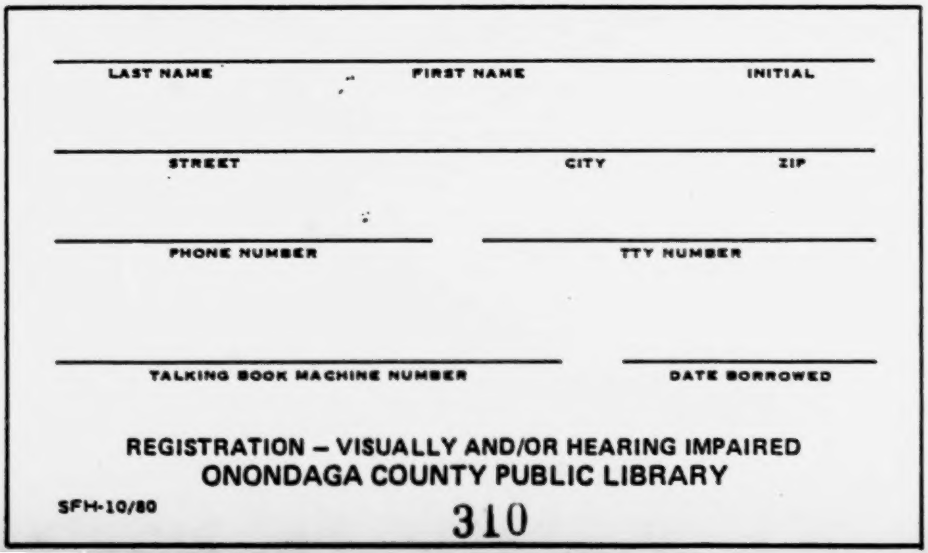
Persons certified to serve as "competent authority" in attesting to eligibility for service include: doctors of medicine; ophthalmologists; doctors of osteopathy; optometrists; registered nurses; therapists; professional staff of hospitals, institutions, and public or welfare agencies (e.g., social workers, case workers, counselors, rehabilitation teachers, and superintendents). In the absence of any of these, certification may be made by professional librarians or by any person whose competence under specific circumstances is acceptable to the Library of Congress.

The only exception to the above is that reading disability must be certified by doctors of medicine or doctors of osteopathy, who may consult with colleagues in associated disciplines. It is acceptable for the form to be signed by school and personal physicians.

Guidelines for use in completing applications has been compiled by the NYSLBVH and are available through OCPL's SFH.

When needed to initiate or supplement service, talking books are selected from a collection of about 350 discs and cassettes which OCPL receives on a six-month loan from NYSLABVH. They are available to borrowers on a four-week loan. Otherwise, all talking book materials are circulated to and from the NYS Library for the Blind and Visually Handicapped, Albany.

When completed, applications are submitted to OCPL's SFH who assigns appropriate equipment (talking book machines or cassette players on the basis of availability) and completes a four-part form shown below:



LAST NAME FIRST NAME INITIAL

STREET CITY ZIP

PHONE NUMBER TTY NUMBER

TALKING BOOK MACHINE NUMBER DATE BORROWED

REGISTRATION – VISUALLY AND/OR HEARING IMPAIRED
ONONDAGA COUNTY PUBLIC LIBRARY

SFH-10/80

Each of the four parts has a destination: 1) machine file; 2) patron file; 3) statistical count; 4) NYSLBVH

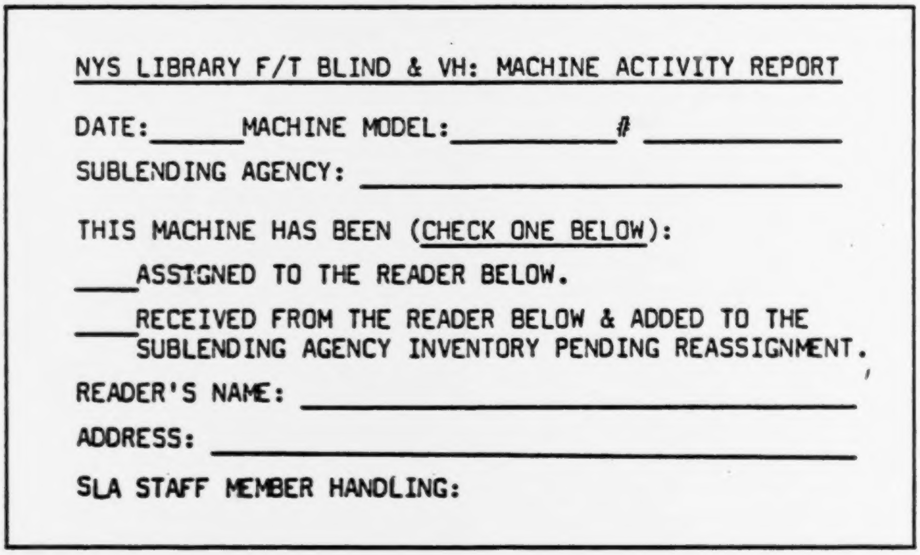
Talking book equipment may be available to the borrower in one of three ways:

- by relative or friend picking up at Central, a branch, or member library
- by volunteer delivering to the home
- by mail (not recommended for cassette players)

The options are listed in order of desirability, but arrangements are determined by SFH and the individual borrower.

When a branch or member library is involved, the patron is informed of the nearest location and the delivery date. The library also is informed of the equipment arrival and the intended user.

All equipment activity--assigned, reassigned, withdrawn--must be reported to the NYSLBVH using the form shown below:



NYS LIBRARY F/T BLIND & VH: MACHINE ACTIVITY REPORT

DATE:______MACHINE MODEL:__________# __________

SUBLENDING AGENCY: ______________________________

THIS MACHINE HAS BEEN (CHECK ONE BELOW):

____ASSIGNED TO THE READER BELOW.

____RECEIVED FROM THE READER BELOW & ADDED TO THE SUBLENDING AGENCY INVENTORY PENDING REASSIGNMENT.

READER'S NAME: ______________________________

ADDRESS: ______________________________

SLA STAFF MEMBER HANDLING:

This activity is completely handled by OCPL's SFH. Branch and member libraries serve as conduits only.

OCPL maintains patron records related to equipment activity. When one individual has repeated equipment exchanges, SFH sends a volunteer to troubleshoot.

Repairs to equipment used for talking book service are undertaken locally by Telephone Pioneers, whose coordinator contacts SFH about every three weeks, indicating the maximum number to send and the number ready for pickup. Individuals who have purchased equipment from the American Printing House for the Blind may also have repairs handled through SFH; these are usually reading disabled students.

2050.2 KURZWEIL READING MACHINE

Using advanced computer technology, the Kurzweil Reading Machine (KRM) automatically converts ordinary printed materials--books, magazines, letters, reports, etc.--to the spoken word. Staff in branch and member libraries should make blind persons aware of this service and encourage them to use the KRM at the Central Library. Interested persons may be scheduled for a demonstration by telephoning 473-4227. Specially trained staff teach its use through ten two-hour sessions, preferably within a 2-3 week period.

Use of the KRM is scheduled in advance by calling 473-4227 for 90 minute intervals--or a maximum of two hours.

Registration of area KRM users is maintained by SFH.

2050.3 BRAILLE

OCPL has a collection of books and games in Braille. Besides appearing in COM under the heading "Blind--Books and Reading," there is a printed and a Braille catalog, which is divided into parts: adult non-fiction, literature, adult fiction, juvenile fiction, juvenile non-fiction. Also included are some periodicals and HEW publications.

Braille materials circulate for four weeks and may be obtained by mail.

2050.4 BOOKS-ON-TAPE

Many library users enjoy Books-on-Tape (unabridged recordings of classic and popular titles), but they are of particular interest to blind and visually impaired persons.

A maximum of two titles (may be eight or more cassettes) may be borrowed at a time for a three-week loan, without reissue, or if mailed, may be eligible for vacation loan of six weeks.

The maximum number of single cassettes which may be borrowed at a time is ten.

2050.5 LOW VISION AIDS

Several types of magnifying devices--a "Big-Eye" (a high intensity lamp with a five inch magnifying lens. Very useful for crafts, hobbies, and close work), an Edna Light (a special light and enlarging lens for continuous reading and concentrated work), a Visualtek (a read and write video system using a television monitor, camera, and lens able to magnify from x4 to x45+), a Pendant Lamp (cord hung lamp designed to focus maximum light on work leaving hands free), and a Hand-held Magnifying Lens (battery operated hand-held lighted magnifying tool)--are available for four-week loan to interested patrons.

One of each type is reserved for in-department use.

Branch and member libraries may request a Low Vision Aid exhibit. Call 473-4227.

2050.6 TELETYPEWRITER

For the benefit of hearing-impaired users, OCPL has a teletypewriter which enables persons who cannot communicate over conventional telephones to call the library and send and receive messages via key board communication (TTY) 473-2620. Information and reference service is thus extended.

At the time of a call, the caller is given an indication of when a response may be expected. This is usually within a 24-hour period.

Some calls simply request books to be mailed; many others require the skill of reference staff. The Reference Department (or others, if more appropriate) locate suitable information and SFH staff transmit it to the caller via TTY.

2051.0 NEWSLETTER

SFH in cooperation with the OCPL Community Services office publishes "Connections," a free newsletter designed to communicate items of interest to handicapped library users and/or those who work with them. Appearing monthly except during the summer, it is available in Large Print, Braille, and audio cassette editions.

Cassette users are asked to return the tape edition to OCPL-SFH for re-use in recording future issues.

2052.0 READ-OUT

Using a mailing list provided by radio station WCNY, OCPL SFH arranges to have the Read Out program guide transcribed into Braille and distributed without cost. This is made possible through the generous support of the Onondaga Braillists whom WCNY contacts directly.

2053.0 PROJECT ADAPT

Project Adapt provides specially adapted toys and equipment for loan to multiply-disabled children and young adults. Electric, battery-powered, and wind-up toys and radios have been adapted with simple plugs and several types of switches so they can be operated by persons with minimal dexterity or without fine motor control.

The Project, a division of Services for the Handicapped, is currently partially funded by a New York State Developmental Disabilities Planning Council Assistance Grant. As mandated in the grant, Project Adapt serves agencies and individuals in Onondaga, Oswego, Madison, Cortland, and Cayuga counties through the OCPL Central Library in Syracuse.

Persons or agencies wishing to borrow adapted items must register with Project Adapt, and have or obtain a regular OCPL borrower's card. Project Adapt patrons must also provide verification signed by a physical or occupational therapist giving approval for the use of specific items. Any family not affiliated with an appropriate professional will be referred to one of the physical or occupational therapists available to Project Adapt on a consulting basis. OCPL's Project Adapt keeps on file a listing of agencies and individuals available for personal consultation.

A written statement which reviews proper and safe procedures for use is dispensed with all equipment. This statement also serves as a disclaimer for library responsibility in the case of an accident. A simple evaluation form is also to be completed and returned with the borrowed item. This provides Project Adapt with information on the most helpful, interesting, and durable toys, enabling us to develop the program most effectively.

All Project Adapt materials are bar-coded, targeted, and listed in the COM subject catalog, using the heading "Realia." (A brochure listing Project Adapt materials available for loan may also be obtained by calling Services for the Handicapped, 473-4227.) The equipment may be borrowed for a 3-week period, and may be renewed for 3 more weeks. No more than 2 items may be borrowed at one time by an individual child, or 4 by an organization. Late returns are charged at the rate of 25 cents per calendar day, to a maximum of $2.

The borrower is solely responsible for all items borrowed and liable for any damage or loss. All Project Adapt items are inspected after each use. Charges for damage or loss are assessed on the basis of replacement costs less 10%.

Project Adapt equipment may be checked out from the Central Library, Services for the Handicapped, 8:30 a.m. to 4:30 p.m., Monday - Friday. Items may be returned to the Children's Room or to Central Circulation when Services for the Handicapped is closed. Patrons registered with Project Adapt may obtain items through interlibrary loan and return them to any branch or member library. They should not be returned through a book drop.

2054.0 HANDICAPPED ACCOMMODATIONS

Section 504 of the Rehabilitation Act of 1973 reads:

> No otherwise qualified handicapped individual in the United State . . . shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

OCPL SFH has available to branch and member libraries "A Librarian's Guide to 504: A Pocket Guide." This answers questions; such as:

Who is handicapped?
Program accessibility--what is it?
Does program accessibility require structural changes?
What does 504 say about employment?
How do you define "Reasonable accommodation"?
Can a library or other employer ask about a handicapping condition?
Are pre-employment medical examinations legal?

To obtain a copy, call 473-4227.

2060.0 SYSTEM80

System80, an audiovisual learning machine developed by Borg-Warner, teaches basic skills in reading mathematics, phonics, spelling, comprehension, etc. This machine, accompanied by System80 Learning Kits, offers prepared lessons which emphasize repetition and review and allow each user to progress at his/her own pace.

There is a System80 machine at Central and in each branch library as well as in the Hillbrook Detention Center, in the library at the Southwest Community Center, and in several member libraries. However, staff training sessions and public demonstrations are the responsibility of the staff of Extension Services, Literacy Project.

Anyone needing assistance in basic reading and math may use System80 within the library. Neither machine nor kits is available for circulation.

Three to eight System80 Learning kits, depending on user needs and available space, are reassigned to branch libraries. Should there be a reassignment problem, contact Interlibrary Loan.

To locate a needed System80 kit, check current location under Item Availability/ltem Status. Telephone that library and, if it is automated, ask that the kit be reassigned and forwarded. If the library is non-automated, the sending library should arrange to have ILL reassign the kit to the requesting library.

Participating libraries and their codes are as follows:

Code	Destination	Code	Destination
05	Cicero	30	Betts Branch
06	DeWitt	31	Hazard
07	East Syracuse	32	Mundy Branch
15	Marcellus	33	Paine Branch
16	Minoa	34	Petit Branch
19	Oswego	35	Soule Branch
24	Central	36	White Branch
29	Beauchamp Branch	38	Southwest Com.

For listing of materials and their control numbers, see Appendix 1.

Statistics on users and lessons used are maintained and reported monthly. An individual may be counted several times, if use within the month is repetitious. Daily tally sheets (see Appendix 2) are forwarded to Extension Services Literacy; the monthly total is also reported on the Monthly Statistical Form.

Questionnaires are distributed regularly to cumulate staff impressions, suggestions and user-interest stories for promotional purposes. Besides the federally-funded Literacy Project, it is also appropriate to report System80 activity under Outreach.

Promotion of System80 is primarily the responsibility of Community Services. However, inclusion in local newspapers and in branch promotional materials is appreciated.

System80 Learning Kits--Inventory

Name of Kit	Kit Letter	Control Number
Concept Development Series (Beginning Language Concepts)	C	020766883
Concept Development Series (Beginning Language Concepts)	D	020766891
Concept Development Series (Beginning Language Concepts)	E	020766903
Concept Development Series (Beginning Language Concepts)	H	020766911
Concept Development Series (Beginning Language Concepts)	I	020766925
Concept Development Series (Beginning Math Concepts)	A	020766933
Concept Development Series (Beginning Math Concepts)	B	020766941
Concept Development Series (Letter Names Through Sounds)	F	020767072
Concept Development Series (Letter Names Through Sounds)	G	020767089
Developing Attention Skills	A	029432210
Developing Attention Skills	B	029432224
Developing Attention Skills	C	029432232
Developing Language Skill	A	016308888
Developing Language Skills	B	016308896
Developing Language Skills	C	016308908
Developing Language Skills	D	016308916
Developing Language Skills	E	020766959
Developing Math Skills (Copy 1) (Fractions)	I	016308987
Developing Math Skills (Copy 2) (Fractions)	I	" "

Name of Kit	Kit Letter	Control Number
Developing Math Skills (Copy 1) (Fractions)	J	016308995
Developing Math Skills (Copy 2) (Fractions)	J	" "
Developing Math Skills (Copy 1) (Fractions)	K	016309005
Developing Math Skills (Copy 2) (Fractions)	K	" "
Developing Math Skills (Copy 1) (Decimals)	L	016308962
Developing Math Skills (Copy 2) (Decimals)	L	" "
Developing Math Skills (Copy 1) Decimals)	M	016308970
Developing Math Skills (Copy 2) (Decimals)	M	" "
Developing Math Skills (Percent)	N	016309055
Developing Math Skills (Percent)	O	016309063
Developing Math Skills (Percent)	P	016309071
Developing Math Skills (Percent)	Q	016309084
Developing Math Skills (Time)	AA	016309112
Developing Math Skills (Money)	BB	016309047
Developing Math Skills (Metric)	CC	016309013
Developing Math Skills	DD	016309021
Developing Math Skills	EE	016309039
Developing Math Skills (Place Value)	FF	016309092
Developing Math Skills (Regrouping)	GG	016309104

Name of Kit	Kit Letter	Control Number
Developing Math Skills (Computation)	HH	016308924
Developing Math Skills (Computation)	II	016308954
Developing Math Skills	JJ	016308940
Developing Math Skills	KK	016308932
Developing Reasoning Skills (Mathematical Problem Solving)	A	018578571
Developing Reasoning Skills (Mathematical Problem Solving)	B	023867301
Developing Reasoning Skills (Mathematical Problem Solving)	C	024332720
Developing Spelling Skills	B	020766967
Developing Spelling Skills	C	020766975
Developing Spelling Skills	D	020766982
Developing Spelling Skills	E	020766990
Developing Spelling Skills	F	020767000
Developing Spelling Skills	G	020767018
Developing Structural Analysis Skills	I	016309120
Developing Structural Analysis Skills	J	016309138
Developing Structural Analysis Skills	K	016309146
Improving Phonics Skills (Applied Phonics)	CC	016309154
Improving Phonics Skills (Applied Phonics)	DD	016309162
Improving Phonics Skills (Applied Phonics)	EE	020903294
Improving Phonics Skills (Applied Phonics)	FF	020767034
Improving Phonics Skills (Applied Phonics)	GG	020767042

Name of Kit	Kit Letter	Control Number
Improving Phonics Skills (Applied Phonics)	HH	020767050
Improving Reading Skills (Adult)	A	017152876
Improving Reading Skills Adult)	B	017152883
Improving Reading Skills (Adult)	C	017152891
Improving Reading Skills (Adult)	D	017152903
Improving Reading Skills (Adult)	E	017152911
Improving Reading Skills (Adult)	F	017152925
Improving Reading Skills (Adult)	G	017152933
Improving Reading Skills (Adult)	H	017152941
Improving Reading Skills (Adult)	I	017152959
Learning Essential Skills (Preemployment Forms)	F	020767064
Learning Essential Skills	G	023869993
Learning Essential Vocabulary (ESL)	A	016309170
Learning Essential Vocabulary (ESL)	B	016309183
Learning Essential Vocabulary (ESL)	C	016309191
Learning Essential Vocabulary (ESL)	D	016309203
Learning Essential Vocabulary (ESL)	E	016309211
Learning Letter Names	A	018578592
Learning Letter Names	B	018578584

Name of Kit	Kit Letter	Control Number
Learning Letter Sounds (Basic Phonics)	C	016309229
Learning Letter Sounds (Basic Phonics)	D	016309237
Learning Letter Sounds (Basic Phonics)	E	016309245
Learning Letter Sounds (Basic Phonics)	F	016309253
Learning Letter Sounds (Basic Phonics)	G	016309261
Learning Letter Sounds (Basic Phonics)	H	016309275
Learning Letter Sounds (Applied Phonics)	CC	017152967
Learning Letter Sounds (Applied Phonics)	DD	017152975
Learning Letter Sounds (Applied Phonics)	EE	017152982
Learning Letter Sounds (Applied Phonics)	FF	017152990
Learning Letter Sounds (Applied Phonics)	GG	017153000
Learning Letter Sounds (Applied Phonics)	HH	017153018
Learning Number Facts (Copy 1) (Addition)	A	018578604
Learning Number Facts (Copy 2) (Addition)	A	" "
Learning Number Facts (Copy 3) (Addition)	A	029326381
Learning Number Facts (Copy 1) (Addition)	B	018578612
Learning Number Facts (Copy 2) (Addition)	B	" "
Learning Number Facts (Copy 3) (Addition)	B	029435145

Name of Kit	Kit Letter	Control Number
Learning Number Facts (Copy 1) (Subtraction)	C	018578654
Learning Number Facts (Copy 2) (Subtraction)	C	" "
Learning Number Facts (Copy 3) (Substraction)	C	029326427
Learning Number Facts (Copy 1) (Subtraction)	D	018578662
Learning Number Facts (Copy 2) (Subtraction)	D	" "
Learning Number Facts (Copy 3) (Subtraction)	D	029435161
Learning Number Facts (Copy 1) (Multiplication)	E	018578620
(Multiplication)	E	029435153
Learning Number Facts (Copy 3) (Multiplication)	E	" "
Learning Number Facts (Copy 1) (Multiplication)	F	018578638
Learning Number Facts (Copy 2) (Multiplication)	F	029326419
Learning Number Facts (Copy 3) (Multiplication)	F	" "
Learning Number Facts (Copy 1) (Division)	G	019370369
Learning Number Facts (Copy 2) (Division)	G	029326399
Learning Number Facts (Copy 3) (Division)	G	" "
Learning Number Facts (Copy 1) (Division)	H	018578646
Learning Number Facts (Copy 2) (Division)	H	029326401
Learning Number Facts (Copy 3) (Division)	H	" "

Name of Kit	Kit Letter	Control Number
Reading in the Content Area (Mathematics)	A	016309282
Reading in the Content Area (Mathematics)	B	016309290
Reading Words in Context	A	017153026
Reading Words in Context	B	017153034
Reading Words in Context	C	017153042
Reading Words in Context	D	017153050
Reading Words in Context	E	017153064
Reading Words in Context	F	017153072
Reading Words in Context	G	017153089
Reading Words in Context	H	017153097
Reading Words in Context	I	017153109
Reading Words in Context	J	017153117
Reading Words in Context	K	017153125
Reading Words in Context	L	017153133
Reading Words in Context	M	017153141
Reading Words in Context	N	017153155
Reading Words in Context	O	017153163
Reading Words in Context	P	017153171
Reading Words in Context	Q	017153188

STATISTICAL REPORT

APPENDIX

______________________ month

______________________ library

Date	Number of students/users (do not count accompanying tutors)	Number of lessons used. (A lesson = one phono disc and its visual)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
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20		
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23		
24		
25		
26		
27		
28		
29		
30		
31		
TOTAL	______________	______________

Number of learning kits in this library as of the last day of the month ______________

Please submit this information to Jane Cathcart immediately after the first of each month. Branches should continue to report totals on a monthly report.

OCPL #240-85

[illegible]070.0 MICROCOMPUTERS

To enhance learning opportunities for people of all ages, all branches provide free access to microcomputers and printers during regular library hours at each location.

2070.1 ELIGIBILITY AND CERTIFICATION

Anyone who has an OCPL library card in good standing is eligible to become a microcomputer user. Each user is required to read and sign an agreement (Appendix 1) which will be retained at the library. (Parents or guardians must sign for minors.) Although there are no age restrictions, when deemed necessary, children under 10 may be required to be accompanied by a certified micro user. Only two persons may use the computer together.

Potential users should also be advised to attend special library-sponsored programs on computer-related topics.

A letter, on school stationery, from a teacher of any microcomputer course attesting to computer competency will be accepted for validation.

Before using the microcomputer, each user will listen to a short cassette tape which explains use of the equipment and library policies. The cassette tape is furnished to each Branch by the Audiovisual Services Department.

The script of the tape is Appendix 3. It may be helpful to offer the script to users who have difficulty hearing or who are uncomfortable with the cassette recorder. When the user has presented an OCPL card in good standing; has listened to the cassette tape; and has signed the user agreement, an orange OCPL sticker is applied to the library card. The user agreement is routed to a clerk who inputs COMP on the OT line in the borrower input function of the Gaylord Circulation System. The user agreement is then filed by the user's name.

2070.2 HARDWARE AND SOFTWARE

Each branch library has an IBM PCjr (128K) with one disc drive, color display and "graphics" printer. Each library also has basic software such as, Writing Assistant, Reporting Assistant and Filing Assistant. Additional software--some intended for younger users--will be added, but the library will not supply arcade games. Library-owned software may be used--but it is illegal to copy copyrighted programs. A user may prefer to bring his/her own software (5 1/4" floppy diskettes) to use in the library, and this is acceptable. Users must be alerted that they use their own software at their own risk.

The library will not supply blank diskettes, paper or other supplies. Users are responsible for finding out what material is compatible with library equipment and providing their own supplies.

2070.3 BOOKING EQUIPMENT

Users may sign up (see Form 249-85, Appendix 2) for time in person or by phone--as little as a half hour or as much as an hour per week, but no more than 2 weeks in advance. The session may be extended whenever no one else has reserved that time. The microcomputer will be available only up to one half hour before closing time.

When a user is late or misses a reserved session, the time may be assigned to another user and/or the delinquent individual may forfeit the privilege of booking time in advance.

2070.4 RESPONSIBILITY

The individual making the booking is responsible for the care of the equipment and software during the time assigned to him/her. The following rules must be observed:

- *Don't touch the exposed disk surface!
- *Don't remove or insert any disk when the red light on the disk drive is on.
- *Keep the disk away from magnetic fields such as the TV screen.
- *Keep the disk inside the paper sleeve when it's not in use.
- *Don't let the disk get too hot (like leaving it in the sun).

Anyone mistreating computer equipment or software will be denied computer access for a period of time to be determined by the library, and will be charged for damages. A user may not adjust or alter any library equipment, without permission. It is the user's responsibility to adhere to the copyright law and its regulations.

2070.5 STAFF USE

Up to 3 hours each day or 15 hours per week may be reserved for staff use. The particular time of day set aside may vary from day to day, week to week. It is set at the discretion of the Unit Head.

Whenever the microcomputer is not in use, the Unit Head may grant staff permission to use it--i.e. in addition to time reserved.

Some acceptable in-library uses are; as follows:

Word processing for letters and/or reports,
Bibliographic listings (new titles added, index to collections)
Information and referral service (directory to community agencies, executives, telephone numbers)
Borrower interest profiles (to assist in selecting materials)
Contacts - program contacts, community organizations, preschool registration, etc.

2070.6 MEASURING USE

Monthly statistics should include:
- # users
- # hours in use

These are reported on the branch Monthly Report.

2070.7 MAINTAINING AND ISSUING SOFTWARE

Computer discs and programs should be kept in a safe place, away from public view.

When a patron requests software, he/she must also present his/her library card. Using "0" as loan period, the material is checked out via the terminal. The user must be clearly instructed that the material is not to leave the library but is to be returned to the circulation desk before he/she departs.

Failure to do so may result in the user's forfeiting microcomputer privileges.

It is important to check software holdings visually at the end of each work day. Any unreturned items should be traced and pursued immediately.

USER AGREEMENT

I understand that I am responsible for the proper use of OCPL microcomputer equipment and software. I will return all software in good working condition, subject to verification by a library staff member.

I also understand that copyrighted software and support materials MAY NOT BE COPIED.

I understand that lost data is the risk of the user and no supplied program or equipment is guaranteed for any purpose. In addition, I am aware that OCPL is not responsible for damage to user-owned programs or diskettes. (Please note, user owned peripherals may not be used with OCPL equipment.)

DATE ____________ PRINT NAME ____________________________

OCPL LIBRARY CARD NUMBER ____________ SIGNATURE ____________________________

THANK YOU FOR YOUR COOPERATION

We would be very happy to have your suggestions for improving this library service. Let us know!

Accepted by ____________________

OCPL #247-85

MICRO
SIGN UP SHEET

Date: ______________

	Name	Address	Phone
8:30			
9:00			
9:30			
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10:30			
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8:00			

OCPL #249-85

ONONDAGA COUNTY PUBLIC LIBRARY

Welcome to your certification session for using Onondaga County Public Library's public access microcomputer--the IBM PCjr. The purpose of this session is to explain the library's rules concerning the use of the computer and to give you a very basic introduction to its operation. After listening to this tape and using the IBM Sampler diskette, you will be eligible for certification.

The librarians would be happy to help you find books and other materials in the library to help you learn more about programming and the IBM PCjr. Please remember, though, that librarians are not trained computer experts, so they cannot teach you to use computers anymore than they can teach you to knit or repair a car when you borrow books on those subjects.

First, let me introduce you to the hardware. In front of you is an IBM PCjr with memory storage for 128,000 characters; in computer language that's 128K RAM. It has one disk drive, a keyboard, a color monitor, and a graphics printer.

The second part of this system is the software or the programs on floppy disks. Diskettes, floppy disks, or simply disks are all names for the same thing. Programs written in computer language are stored magnetically on the diskette, so magnetic fields can destroy that information. Be especially careful near the loudspeakers for your stereo system, TV sets, and even the PCjr's monitor. These all create strong magnetic fields, so disks should never be placed near or on top of them. Static electricity can also damage the disk and the computer, so be sure to discharge any static on your body by touching something metallic before you touch a diskette or the computer. Also, do not touch the exposed disk; skin oils can ruin a program.

The library has several software packages: The Writing Assistant, the Reporting Assistant, the Filing Assistant, and the Electronic Worksheet. More software will be available in the future, so ask the librarian. You will need to read the manual for any software you wish to use to find out what it will do and how to operate it. You also use your own software, but make sure it is IBM compatible.

- more -

Who can use the computer? Anyone who has a valid Onondaga County Public Library borrower's card is eligible to become a certified microcomputer user. Children under 10 must be accompanied by a teacher, parent or guardian. All computer users will be required to read and sign an agreement which will be retained at the library. Only two persons may use the computer together. Once you are certified, you can sign up for time on the computer either in person or by telephone at the branch where you plan to use it. The computer can be booked for use periods totalling 30 to 60 minutes each week. You may sign up as much as two weeks in advance. The computer will be available from the time the library opens until one half hour before closing time. Always have your library card with you when you come in to use the computer.

Remember it is important to take good care of the hardware as well as the diskettes, but there are special rules for protecting the diskettes:

1. Do not touch any exposed areas on the diskette surface.
2. Keep the diskette away from magnetic fields, such as televisions sets and Hi-Fi speakers.
3. Touch something metallic to get rid of the static before using the computer.
4. Keep the diskette inside its paper envelope when not in use.
5. Keep the diskette away from extremes of cold or hot temperatures.
6. Do not bend the diskette.
7. DO NOT under any circumstances put the disk into the disk drive or take it out while the little red light is on. Wait until the red light goes off before touching the disk. Touching the disk with the red light on would be like removing a record while it was still playing.

Now you are ready to begin teaching yourself how to use the IBM PCjr.

Turn the black handle on the disk drive up.

Take the diskette labeled IBM PCjr Sampler out of the paper envelope. Holding the diskette by the protective cover, label side up and towards you, insert the diskette gently into the disk drive slot.

Turn the black handle down over the disk drive opening.

Turn on the power using the red switch on the end of the power bar.

Remember not to touch the diskette when the red light on the disk drive is lighted.

After you see "Hello" on the screen, press ENTER and enjoy the program.

When you are finished playing the games, turn off the red power button, remove the diskette, put it in the paper envelope and return to the librarian. Don't forget to sign the User Agreement and have the certification sticker attached to your library card!

Turn off the cassette tape player now, and follow the instructions on the monitor to play one or several of the games. RELAX AND HAVE FUN--this is just the beginning!

2080.0 DATABASE SERVICES

To meet patron requests for information and/or bibliographic citations, any librarian may suggest a database search.

A database search is especially appropriate if a manual search of hardcopy sources would be time-consuming and/or unproductive. A database search is also indicated if the information being sought includes two or more distinct concepts (a multi-concept search) that would be difficult to retrieve manually. For example, biographical information about one person is a one concept search generally inappropriate for a database search. However, a search for information that would "compare and contrast successful college students with college drop-outs in private colleges and universities" is a multi-concept search that would be accomplished more efficiently through a database search.

Note that one of the major advantages of a computerized database is that the database can be searched by many more terms than is possible with a hard copy source. For example, many databases can be searched by assigned subject headings, by words in the title and abstract, by author, name of journal, place of publication, by date published, by language, etc.

A variety of resources are ONLY available to OCPL users through a database. For example, if a more general index such as *Applied Science and Technology Index* (available at the Central Library) does not provide the needed information, a database source such as *Surface Coatings Abstracts* might produce results.

2081.0 DATABASE SERVICES PROCEDURES

Any librarian, may suggest an appropriate database search. It is the librarian's responsibility to accept database search requests only from OCPL library users who do not have any STOPS on their cards. It is OCPL policy to provide a patron with one free search per month (limited to 50 bibliographic citations with abstracts or 100 citations without abstracts). Patrons may pay for additional database searches within a month or for additional citations as desired. The librarian accepting the database search request should let the patron know that the results of a search are generally returned to the user within five to twenty-one days (for those sent through NYSILL). Also the patron should be aware that a suggested search may be returned not searched for a variety of reasons. If a search is returned, the reason for returning it will be noted on the reverse side of the Interview Form. (See Appendix 1).

When a search is suggested, the interview should be conducted by a Central Library searcher, IF POSSIBLE. There is one searcher in nearly every Department in the Central Library. Thus, a user can be referred to the nearest searcher for assistance in completing an Interview Form. The librarian referring a user to a searcher should review with the searcher the results of the initial reference interview and manual search process.

In the event a searcher is not available, (most likely in the evenings and Saturdays in Central Library) and, always the case at branches, member libraries, Onondaga Community College and Syracuse City School District, any librarian may assist the user in completing the Interview Form. The GUIDELINES FOR COMPLETION OF ONONDAGA COUNTY PUBLIC LIBRARY DATA BASE SERVICES INTERVIEW FORM should be used during the interview.

Send the Interview Form, or a legible, sharply contrasted duplicate copy to:

Database Services
Reference & Periodicals Dept.
Central Library

2082.0 SEARCHERS

The Central Library searchers receive searches in two ways:

1. from the Assistant Coordinator of Database Services who distributes searches received from non-searchers
2. directly from the patron

To facilitate "turn around time" searchers must notify their immediate supervisor that they have received a search(es). This will enable the supervisor to schedule time for the searcher to perform the preliminary and online work as quickly as possible. In the event a searcher cannot "go online" within two work days excluding Saturday, the Interview Form should be hand delivered to the Assistant Coordinator.

To monitor "turn around time" and to avoid overloading one searcher, a searcher must notify the Assistant Coordinator of Database Services when he/she accepts a search directly from a patron. The searcher should send the bottom portion of the Interview Form to the Assistant Coordinator of Database Services immediately.

Following completion of the online search, the searcher will submit the original Interview Form, or a very legible, sharply contrasted copy to the Assistant Coordinator of Database Services. DO NOT FORGET TO COPY THE REVERSE SIDE OF THE FORM. Attach to the Interview Form, the completed "Dialog Searcher's Time Sheet." (See Appendix 2)

Central Library searchers currently have access to four terminals:

Interlibrary Loan	M-F	1:00 p.m. to 5:00 p.m.
	S	8:30 a.m. to 4:30 p.m.
Business Office	M-F	3:00 p.m. to 5:00 p.m.
Searchers' Room	M-S	8:30 a.m. to 4:30 p.m.
Technical Services	M-F	8:00 a.m. to 5:00 p.m.

All searchers should be familiar with the DIALOG database chapters and should read CHRONOLOG in a timely fashion (each searcher will be placed on the routing for CHRONOLOG). Searchers also must be familiar with the database thesauri and search guides. Searchers may suggest purchases of thesauri and search manuals in assigned areas and should utilize the hard copy collection of books, periodicals and indexes as appropriate. Searchers attend regularly scheduled OCPL-DBS meetings the second Wednesday of each month and have a responsibility to inform and explain the OCPL DBS program to other library staff.

2083.0 GUIDELINES FOR COMPLETING THE DATABASE INTERVIEW FORM

The library user should be encouraged to fill out the Interview Form (OCPL 209-84) (see Appendix 1) as completely as possible. The librarian conducting the database search interview should provide the necessary direction and clarification according to the following guidelines.

N___ ____ ____ ____ ____

Data Base (S)

Both the library user and the interviewer should review descriptions of available databases, noting those that seem most appropriate for the desired search. Information sheets giving the database names and subject coverage are available in each department and branch. In addition, there is a notebook containing database descriptions shelved in Reference, R 025.06 DIA.

Search Purpose: INFORMATION:___ ____ ____ RESEARCH:____ ___

Specify search purpose by checking one of the above designations. Check "INFORMATION" if the user needs information such as lists of names and addresses, numerical data, etc. An example of such a search would be "The names and addresses of all stores selling computers in Onondaga County that have sales of $25,000 or over in 1982 or 1983". Check "RESEARCH" if the user needs bibliographic citations or other data that will lead to relevant resources for the topic. An example of such a search would be, "Current therapy for children with diabetes".

Scope: BROAD NARROW

Circle "BROAD" if the user will find useful, bibliographic citations (or other data) that do not necessarily include every aspect of the topic being searched. For example for the search above, a "BROAD" search might yield articles on current diabetes therapy for teen-agers and adults as well as children. Circle "NARROW" if the user needs results that are highly relevant to the topic being searched even if this limits the quantity of data retrieved.

Request Date______/______/______

Fill in date of search interview.

Date Needed______/______/______

Fill in date *after* which the search would no longer be useful to the user.

When printout arrives ....

Specify arrangements for getting the search results to the library user, by checking the appropriate statement.

Topic Statement

The topic should be given in a clear, concise declarative statement. The topic statement will represent a single search request. In addition to the topic statement, the user may identify those areas which should not be part of the search. A sample statement is: "Play therapy and recreational programs run by volunteers for hospitalized children (ages 2-18). Not interested in art therapy, music therapy or bibliotherapy."

General terms such as "information on," "data," statistics," "books and articles," research," and "bibliographies" should be avoided in the topic statement.

Key Words

Key words provide valuable terminology to the database searcher. Key words may be phrases, subject headings, synonyms, alternate spellings, etc. Key words may be taken from the topic statement and from a relevant book, article or citation already known to the library user. Key word *restrictions* should also be noted, for example, "CIVILIAN (NOT MILITARY)".

Hard Copy Sources Used

Library resources already utilized are listed here. Use the back of the form if additional space is needed. Include title, volume number, page number and subject headings consulted.

Journal Citation

Give a complete citation for *at least one journal* (or book or news article) on the topic being searched.

Topic Restrictions

Indicate the type of information that will be useful, for example, "English language only"; "books and articles published after 1970". Also indicate type of information that will not be useful, for example, "exclude Business Week, Money and other popular magazines". Such would indicate that a "scholarly" (versus a "popular") treatment is of interest.

Would you pay for citations beyond the maximum under the free service guidelines*

___NO ___YES (Maximum cost $______)

The library user should check either YES or NO. If YES is marked, indicate the maximum amount that the user is willing to pay and ask for the user's signature. A librarian taking a search request over the telephone may sign for the user, initialing same.

Number of Citations with Abstracts / Without Abstracts / Full Text*
(Circle one)

1-50 51-100 101-175 176+
(Circle one)

User signature ____ ____ Library Card Number____________

The librarian conducting the database search interview and accepting the completed form is responsible for checking the user's library card to be sure it is clear of STOPS.

Contact Address:
Contact Phone(s):

Indicate the time of day the user would generally be at the phone numbers given.

Interviewer:___________________
Library Dept.__________________

The librarian conducting the interview should print his/her name and branch or department name and phone number.

If the librarian accepting the completed Interview Form is not a searcher, the original form or a legible highly contrasted duplicate copy should be sent through the delivery to:

DATABASE SERVICES
Reference and Periodicals Department
Central Library

If the librarian accepting the completed Interview Form is a searcher, the tear-off portion of the Interview Form should be immediately sent to the Assistant Coordinator of Database Services.

On the back of the Interview Form is a second form needed by the Coordinator of Database Services. Searchers are responsible for supplying requested information.

For a listing of Dialog charges, see the Dialog Search Manual.

Note that those databases that cost over fifty cents for each citation and the Full Text option are available only to those users willing to pay. For questions about charges, check with the Coordinator or Assistant Coordinator of Database Services.

*See page 1 of DATABASE SERVICES for OCPL policy on charges for database searches.

2084.0 GUIDELINES FOR PRESENTING SEARCH RESULTS AND PAYMENT

When search results are returned from DIALOG

Always paper clip one copy of the yellow "Evaluation Form" to the search results. (See Appendix 3)

If there is a bill to pay

Put the bill, attached Evaluation Form, and results in a 9" x 12" manila envelope, print the user's last name and first name at the upper left corner of the envelope followed by the date (MM/DD/YR), print in LARGE capital letters "BILL OWED" on the envelope, and send via interdepartmental mail or carry the envelope to Registration and circulation. The envelope is to be placed on Central Registration and Circulation's reserve shelf.

If there is no bill to pay

The search results and attached Evaluation Form can be mailed to the user using OCPL's mailing labels and a 9" x 12" manila envelope, or

Place the search, results in a 9" x 12" manila envelope marked as above (excluding, of course, "BILL OWED" and have envelope placed on Registration and Circulation's reserve shelf.

When patron pays

Mark "Paid" on copy of bill (kept with printout) and forward with Cash Receipts to Business Office Manager.

APPENDIX 1

ONONDAGA COUNTY PUBLIC LIBRARY DBS REFERENCE INTERVIEW FORM

FOR ILL USE ONLY
R OLS ____________ ____________ ____________ ____________
MONTH REQUEST NO. LIBRARY CODE

I TI F S I P O R ____________
DEWEY CALL #

N ____________________________ ____________
DATA BASE(S) QUOTA

Search Purpose: INFORMATION: ____

RESEARCH: ____

Scope: BROAD / NARROW

Request Date __/__/__ Date Needed __/__/__

When printout is received, ____ hold and telephone send to ________Library
or ____ mail to contact address.

Topic Statement ______________________________

____

____

____

____

Key Words ______________________________

____

Hard Copy Sources Used ______________________________

Journal Citation ______________________________

Topic Restrictions (time, language, etc.) ______________________________

Number of Citations with Abstracts / Without Abstracts / Full Text

1 - 50 51 - 100 101 - 175 176+

Would you pay for citations beyond the maximum under the free service guidelines?

____No ____Yes (Maximum cost $______)

Interviewer ______________ User Signature ______________

Library, Dept. ______________ Library Card Number ______________

Searcher ______________ Contact address ______________

Date assigned ______________ ______________

Date searched ______________ Contact Phone ______________

- -

Interviewer should return this completed tear off on the day of the interview to the Assistant Coordinator of Data Base Services.

User Name ______________ Interviewer ______________

Date of Interview ______________ Library, Dept. ______________

Searched assigned to ______________ Date assigned ______________

Abbreviated Topic Statement ______________________________

OCPL 209-84

Search Strategy

	CONCEPT A	CONCEPT B	CONCEPT C	CONCEPT D
First use Boolean "OR" logic on sets formed by "SELECTing" all synonyms required to adequately cover each concept.				

"OR"

"AND"

Next use Boolean "AND" logic on the resultant sets obtained from the "OR" combinations.

DATABASE	ON-LINE TIME	ON-LINE PRINTS	OFF-LINE PRINTS

Interview Length___________

Search Formulation Time___________

ONONDAGA COUNTY
PUBLIC LIBRARY

335 Montgomery Street, Syracuse, New York 13202

Robert P. Kinchen
Director

DATE ____________

TO ____________________________

____

____

____

____
Borrower Card Number

Your Onondaga County Public Library Data Base Services' search has been received. The number of citations exceeds the free service guidelines, 50 citations for a full record or 100 citations for a short record.

The database accessed, ______________________________, on ______________,

charges ________ per full record and ________ per short record. The cost for

printing the additional full / short citations is $________.

A check or money order for the amount above should be made payable to "Onondaga County Public Library." The check or money order can be left at Central Library's Registration or Circulation Department, or any Branch or Member library where the search is received by you. If your search is mailed to you, send your remittance to:

Business Office
Onondaga County Public Library
327 Montgomery Street
Syracuse, NY 13202

John F. Kuhn,
Coordinator

c.1 Manager, Business Office, OCPL
c.2 Keep with printout

OCPL #239-85

PLEASE HELP US EVALUATE OUR COMPUTER-BASED SEARCH SERVICE . . .

NAME:____________________ DATE:__________ HOME PHONE:__________

BUSINESS PHONE:____________ AFFILIATION:____________________

HAVE YOU USED THIS COMPUTER-BASED SERVICE BEFORE: _____ Yes _____ No

IS YOUR TOPIC (A) Professional or business related (B) Course related (C) Dissertation (D) Research (E) Personal project

PLEASE RESPOND TO THE QUESTIONS BELOW BY FILLING IN THE LETTER INDICATOR AT RIGHT

1. Overall were you satisfied with the computer-based search results? (A) Yes (B) No ____
2. If time permitted would you do a revised search? (A) Yes (B) No ____
3. Was the printout received (A) Earlier than expected (B) In time for your purpose (C) Too late ____
4. Did the interviewer provide effective assistance in identifying key words and phrases, and formulating the search plan? (A) Yes (B) No (C) Not needed ____
5. Did you receive positive post-search assistance (Interpretation of printout, location of articles, revised search if desired)? (A) Yes (B) No (C) Not needed ____

. Would you use this service again? (A) Yes (B) No ____

7. Comments: ______________________________

THANK YOU - ONONDAGA COUNTY PUBLIC LIBRARY

☐

2090.0 CONSUMER HEALTH INFORMATION

OCPL offers factual health-related information through the branches and the Central Library. The most extensive collection of medical reference tools is located in the Reference Department of the Central Library. In addition, the Reference Department created and is maintaining a computerized data base of health-related information. The data base consists of information and citations and serves as an index to medical pamphlets and as a directory of local health-related groups and associations. Health information may be obtained any time the Central Library is open by calling the Reference Department number 473-4489 or 473-4491. (The Consumer Health Information service provides information only, not medical opinion or advice.)

2100.0 EDUCATION INFORMATION CENTER

The Education Information Center, located in the Reference Department of the Central Library, is a collaborative service offered by the Regional Learning Center and OCPL. The Center offers (free of charge) information and advice on a wide variety of educational and career opportunities. Education Connection, a locally produced data base, contains detailed information on educational programs in a seven county area of Central New York state. Other services include workshops, individual advising on educational programs and access to a computerized guidance system (SIGI). The Education Hotline number for information or appointments is 473-2823.

110.0 GRANTS INFORMATION

OCPL is a designated regional library of the Foundation Center, Inc. of New York City. Located in the Reference Department of the Central Library, the Grants Center provides services and materials to assist proposal writing, the identification of funding sources, and grant management. However, it does *not* lend or interlibrary loan reference materials, perform custom research, recommend sources of funding, nor award grants.

In cooperation with the Cultural Resources Council and the Center for Arts Information, OCPL also offers specialized resources of interest to artists and arts organizations.

A specially trained Grants Collection Supervisor is available to assist in use of grant materials.

Orientation to the collection and related library services is offered to residents of Central New York on a regular basis. Paper and microform copies of information may be obtained at reasonable cost. Circulating copies of many titles may also be available throughout OCPL.

The Grants Center may be reached through the Reference Department at 473-4489 or 473-4491.

2120.0 JOB INFORMATION CENTER

The Job Information Center is located in the Business and Industrial Department of the Central Library. The purpose of the Center is to help patrons explore various career choices, develop strategies for searching out potential employers, and build skills for interviewing. The Job Information Center is not a placement service but rather an information and referral operation.

Services and resources available include: workshops on various topics; listings of Civil Service jobs; Civil Service test study guides; resume review; career exploration resources; interviewing techniques; New York State Employment Service Job Bank microfiche; and access to National Ad Search, a weekly want-ad newspaper. Job counseling is available by appointment to provide career direction and job search strategy. The telephone number is 473-2823.

2130.0 INTERPRETERS FOR THE DEAF AT CENTRAL

Staff may be designated as official "interpreters" for the deaf. Central staff encountering a patron for whom assistance in communication is needed may call a designated staff member. (See Information Memo described in 2150.0 below.) Branch personnel need to remember, if queried or if encountering a patron for whom these specialized communication skills are needed, that assistance is available at the Central Library. An alternate method is to type messages on the Gaylord terminal. If queried about general assistance, refer patron to the Central New York Association for the Hearing-Impaired.

2140.0 READER'S ADVISORY

Readers' Advisory Service is a function performed only by librarians or in some cases, librarian assistants. Although it is important that support staff be friendly and helpful, discussions of books and matters pertaining to attitudes toward authors, illustrators, publishers, etc. should not be undertaken by support staff.

Support staff are encouraged to invite patrons to library programs, assist in keeping libraries neat, attractive and inviting, and provide information about library hours, arrangement, policies related to circulation and overdues, etc. However, they should refer patrons to librarians so that they may be able to assist more directly with materials-related interests and needs.

2150.0 FOREIGN LANGUAGES

The Central Library has an extensive collection of materials in languages other than English; some branches to serve their immediate clientele also acquire a particular language specialty.

OCPL Central, branch, and member libraries have staff able to provide basic translation assistance to patrons. Annually Community Services updates and distributes an "Information Memo," listing degree of proficiency, staff person, library, and telephone number for specific languages. (The listing also includes sign language, Braille and basic computer language.)

For more extensive translation work, patrons are advised to contact the International Center of Syracuse (471-0252).

160.0 PUBLIC ACCESS TYPEWRITERS

Two electric typewriters are available for free public use at the Central Library. One is located in the Business and Industrial Department; the other, in the Reference Department.

The typewriters are available to any holder of a valid OCPL library card on a first-come, first-served basis, from the time Central opens until one half hour before closing.

All supplies, other than the typewriter ribbon, must be provided by the user. Individuals are limited to a maximum of two hours use per day.

For further information, contact the Business and Industrial and/or Reference Department.

2170.0 INCOME TAX ASSISTANCE

Income tax assistance is generally provided from the beginning of February through April 15 by community organizations at branch sites. Although some organization may place emphasis on tax counselling for the elderly and handicapped, the volunteers agree to give tax assistance to all. The only acceptable basis for denying tax assistance is the complexity of the returns. Volunteers agreeing to this stipulation sign a form to be retained at the branch for one year. The library makes arrangements for the meeting space and the scheduling of tax counselling sessions.

Space assigned is subject to change. Additional requests for meeting space made by the tax preparer during the tax season must be cleared by the librarian.

The library telephone should be used sparingly. Tax preparers are asked to make call backs from their own homes.

People who use the service should not use the telephone at the library.

Staff desiring tax assistance must make appointments and arrange to use their own time.

Distribution of a flyer "Welcome to Your Library" for individuals obtaining tax assistance may be effective.

Although AARP places emphasis on tax counseling for the elderly and handicapped, OCPL libraries are public places. As such, the only acceptable basis for denying tax assistance is the complexity of the returns. I accept the necessity of serving all of the people and agree to deny tax counselling only because of a return being too complicated.

Signed_______________________________

Date_________________________________

OCPL # 261-86

2180.0 MEETING ROOMS

The Onondaga County Public Library provides a meeting room in most of its facilities in order to bring together the resources of the library and the interests and activities of the community. Priority for the use of meeting rooms is given to those programs sponsored or co-sponsored by the library. However, every encouragement is given to their use by other organizations and groups under regulations and procedures prescribed by the library. Meeting room use is subject to the approval of the branch head or in the case of the Central Library, Community Services. Granting of permission to use library meeting rooms does not imply library endorsement of the aims, policies or activities of any group. Applicants who have been denied permission to use library meeting rooms may, upon written request, have the decision reviewed by the Director whose decision shall be final. OCPL will continuously promote the use of meeting rooms as an important contribution by the library to the life of the community.

2180.1 GUIDELINES

A. INTENT

OCPL meeting rooms should be made available as freely and fully as possible to support community interests and activities. The library staff is encouraged to promote wide community awareness of space available and to schedule with maximum effectiveness.

B. ELIGIBILITY

All community groups are eligible, except that use will be denied:

1. To applicants intending to use meeting rooms for personal or private profit, aggrandizement or advertisement, or for partisan, political or religious purposes.

2. To applicants for meetings which are primarily commercial in purpose or at which a product is advertised or sold.

3. To applicants for meetings at which an admission or activity fee is charged.

The use of library meeting rooms will be denied if there is a reasonable basis to predict physical hazards to participants or audience, or a misuse of the premises or equipment.

All meetings must be open to the public.

Regularly scheduled use for instruction by agencies such as OCC will be limited to non-prime time slots; for example, after 3:30 p.m.

Literacy Volunteer Tutoring is accepted under the name of the individual tutor.

C. RESERVATIONS

1. To permit efficient scheduling, requests should be submitted at least one week prior to the meeting date. This requirement may be waived at the discretion of the branch head or Community Services.

2. Meetings of young people, through senior high school, must be sponsored by a responsible adult. At least one adult must attend each meeting.

D. SCHEDULING

1. Meetings may be scheduled at any time the library unit is open to the public, but must not extend beyond 15 minutes before closing time.

2. On rare occasions, meetings may be scheduled on days when the library is closed, with the written approval of the Head of Administrative Services.

3. A series of meetings (more than once a month) may be scheduled for only six weeks in advance, and must be re-approved at the beginning of each six week period. Approval of meetings scheduled in a series will be determined by the branch head or by Community Services staff in relation to the projected use of the meeting room. In general, groups may not reserve space more than once a month and book more than three months at a time.

4. So that there will be no conflict with other scheduled meetings, changes of time or date for meetings must be approved by the branch head or Community Services. Requests for such changes must be in writing, although verbal approval may be given before the actual receipt of the written request.

5. It is the responsibility of the scheduling agency's contact person to notify the library as early as possible if the meeting has been cancelled or postponed.

6. In the event of library closing due to inclement weather or emergency, the library will notify the contact person.

E. FEES

No charge is made for meetings beginning and ending during the hours the library is open to the public.

F. RULES

1. The organization assumes full financial responsibility for any damage to library equipment or premises.

2. Neither OCPL nor its employees will be responsible for damage or loss of any property of the group or its members.

3. Equipment provided by the group (e.g. motion picture or slide projectors, phonographs, etc.) may be used if use is noted in the log book. The applicant is responsible for the safe operation and use of equipment and must insure that use of equipment will cause no disturbance to other users of the library.

4. If library equipment is to be used, a notation should be made with the booking.

5. Attendance at meetings should not exceed the maximum occupancy as set by the Fire Department and posted in the meeting room. It is the responsibility of outside agencies using the rooms to adhere to these limits.

6. Smoking is not permitted.

7. Alcoholic beverages are not permitted.

8. Refreshments may be served at the discretion of the branch head or Community Services; no cooking is permitted.

9. The library must be informed in advance of any meeting at which representatives from the communications media (newspapers, radio, TV, etc.) will be present.

10. All meeting rooms are expected to be left clean and neat.

11. Abuse/violation of any of the above rules may result in denial or cancellation of future bookings of library meeting rooms by the group involved.

2180.2 PROCEDURES

A. RESERVATION

1. The Branch Head or Community Services reviews and determines room availability for requested date(s) and time(s), and will approve or disapprove use. The decision may be given verbally, by telephone or, if so requested, by mail.

    a. If the use of the room is approved, enter the date, time of the meeting, name of the group and name and telephone number of contact person in logbook.

    b. If the application is not approved for any reason other than availability, and the person does not accept the explanation, he/she may appeal the decision to the Director.

2. The log book should be retained for at least one year.

3. Confirm reservation by giving or mailing Form #243-85 (see Appendix 1).

B. REPORTING OF STATISTICS

Statistics (number of meetings, dates and groups) pertaining to the use of library meeting rooms for other than library sponsored or co-sponsored activities should be recorded on the monthly report.

C. MEETING ROOMS AT CENTRAL

1. Seating
    a. Gates Room: podium is provided and chairs are arranged auditorium style.
    b. Board Room has chairs "as is."

2. Scheduling
All reservations--including those for staff use--are made through Community Services.

3. Meetings are posted weekly on "This Week" at the OCPL Central Library."

4. The parking lot is reserved for OCPL staff; meeting room users are not entitled to park in it under any circumstances.

ONONDAGA COUNTY
PUBLIC LIBRARY

335 Montgomery Street, Syracuse, New York 13202

Robert P. Kinchen
Director

The Onondaga County Public Library makes meeting rooms available to nonprofit community groups for educational and cultural meetings, but the use of the library meeting room does not constitute endorsement of the community organization or the program.

Your reservation has been confirmed as follows:

Date:
Time:
Location:

Please note the following rules:

1. The organization assumes full financial responsibility for any damage to library equipment or premises.
2. Neither OCPL nor its employees will be responsible for damage or loss of any property of the group or its members.
3. Equipment provided by the group (e.g. motion picture or slide projectors, phonographs, etc.) may be used if use is approved at time of room booking.
4. Attendance at meetings should not exceed the maximum occupancy as set by the Fire Department and posted in the meeting room. It is the responsibility of outside agencies using the rooms to adhere to these limits.
5. Smoking is not permitted.
6. Alcoholic beverages are not permitted.
7. Refreshments may be served at the discretion of the branch head or Community Services; no cooking is permitted.
8. The library must be informed in advance of any meeting at which representatives from the communications media (newspapers, radio, TV, etc.) will be present.
9. All meeting rooms are expected to be left clean and neat.
10. No admission or activity fee may be charged, and no products may be advertised or sold.
11. Abuse/violation of any of the above rules may result in denial or cancellation of future bookings of library meeting rooms by the group involved.

In all press releases, posters, flyers or other printed materials about your meeting, acknowledge your group sponsorship; otherwise, it may be assumed to be a library program.

OCPL #243-85

2190.0 OUTREACH

In a variety of ways OCPL continuously reaches out to the community. Outreach knows no age or race distinctions. Children's librarians are engaged in Outreach as much as, if not more than, Adult Services librarians or other staff.

Services targeted to special population groups--e.g. the handicapped, homebound, institutionalized, foreign-born, illiterate--are carried on through the Central Library and through branches. Part of the financial support for these comes from state funds legislated for "outreach." OCPL is, therefore, required to prepare at least once a year a written narrative report reflecting progress and problems, if any. Branch heads and others engaged in "outreach" may be asked for submissions and appropriate supporting data; such as, newspaper article, brochure, or letter from agency.

2191.0 BULK LOANS

Agencies with special needs may request bulk loans from OCPL; e.g. Large Print for a senior citizen residence, picture books for a day care facility, or a general collection for a deposit in an "unserved" community. Each request is reviewed in terms of its setting--i.e. population served, distance from library, user accessibility, etc. When a bulk loan is deemed preferable to Books-by-Mail, bookmobile, or a teacher's pack, negotiations for size of collection, pickup point, and timing take place between the agency and the Head of Extension or the Head of Children's Services.

Short-term loans--i.e. less than 4-6 months--are not encouraged. In general, outreach bulk loans are considered supportive service for those to whom library access is restricted.

Whenever possible, the pick-up and return point is the Central Library. Generally OCPL trucks are not available. It is, therefore, desirable to have the agency agree to arrange to have items picked up and returned. If OCPL must do the toting, permission must be obtained from the Business Office.

It is the responsibility of the borrowing agency to have a library card in good standing (see Sec. 200.0) and to ensure that all materials are returned on time and in good condition. Fines for overdues and damages are the same as those for individual borrowers.

Statistics on number of groups served and size of collections are reported monthly.

2192.0 OLDER ADULTS

On occasion staff are requested to present programs for nursing home residents or senior centers. Such invitations may be accepted pending approval of the Unit Head or the Head of Central.

OCPL has many useful resources for such program presentations--including 16mm films and a number of multi-media kits in the Remembering series, both booked through AV services. If a projector is needed, arrangements for its pick-up and return should be made at that time.

Programs may be built around themes; such as American Folk Music, Erie Canal Slide Show, Positive Images, All about Cats, etc. utilizing a variety of formats.

Book reviews or thumbnail sketches of interesting new or older books, including "sleepers" are acceptable alternatives. In each case, consideration of group requests for specific titles and/or subjects should be accommodated, whenever possible.

Materials presented in such programs may be borrowed by members of the audience provided they have valid OCPL library cards and arrangements can be made for manual check-out.

Multi-media kits are also available to activities personnel, who may book, pick up, and return kits at any member or branch library, as well as at Central. Activities personnel should be advised that in using the Remembering series, it may be necessary for them to have access both to a carousel slide projector and a cassette tape player.

2193.0 SCHOOL/LIBRARY RELATIONS

Close and frequent associations with both public and non-public schools are encouraged at every level--i.e. pre-kindergarten through high school--and involve students, teachers, librarians and administrators. Creative approaches to achieve good relationships and improve existing contacts are always welcome, subject to the approval of the Head of Children's Services or the Assistant Director, as appropriate.

OCPL branches and Central Library should exert special efforts to increase school contacts by planning visits to the schools, arranging class visits to the libraries, promoting library programs through schools, etc. Tours of the Central Library may be arranged on request for schools throughout the entire County, but each branch and the Central Library will have a responsibility to cultivate those schools within its immediate area. Programs should stimulate interest and awareness of the library and its services and be fun for the children who should be encouraged to obtain library cards and take books home--at the time of the class visit and at other times. Weekly visits by any individual class are not encouraged, for this deters scheduling others.

So that all elementary schools are covered, each one is assigned to a branch library or to the Central Children's Room. Junior High and high schools should be contacted by the library in closest proximity.

2193.1 VISITS TO FOURTH GRADE CLASSES

The Central Children's Room and each branch children's librarian should attempt to visit all fourth grade classes in their assigned neighborhood schools. The schools assigned to each unit are listed by the Head of Children's Services.

Individual public school principals and library media specialists' names may be obtained from the City School District Elementary Education office. Parochial and private schools may be called directly for names of individuals to contact.

Following the draft of initial letter provided, the children's librarian will send a letter to each principal near the beginning of the school year. If no response from the school is received within a reasonable amount of time, make a follow-up phone call to the principal.

Some schools may arrange to have the librarian meet the classes in the school library; others may prefer to have the visits conducted in individual classrooms. Check in at the school office on entering the building.

The letter describes the type of program to present:

1. Acquaint the students with the location and hours of the various library facilities.

2. Tell the children how to obtain a library card, illustrating the instructions with an application and an actual card.

3. Summarize the loan privileges and show the "Young Readers Guide to OCPL," stressing the availability of the librarian for help.

4. Tell about "The Creative Rag" and show the most recent issue.

5. Describe future programs and invite students to attend.

6. Entertain the class with a brief program of the librarian's choice. Present a book talk on new books, on some favorite titles, or on books about the same subject or with the same theme. Telling a story or reading an episode from children's literature can be equally pleasing to the class.

7. Leave the current OCPL directory and any flyers listing children's activities scheduled for the library with the classroom teacher and the library media specialist for future reference.

8. Invite the class to visit the library both as individuals and as a group.

9. The visit should be scheduled from 20 - 40 minutes per classroom. Before leaving, determine the number of children in each class for the monthly statistical report.
   After the visit enter data in the log of children's services.
   After the visits to each school have been completed, send the "Follow-Up to School Visit-Letter to Principal."

10. Explore the possibility of visiting other grade levels in each of the schools assigned to your unit. When branch schedule permits, other grades should be visited to promote OCPL services, materials, programs and branch visits.

2193.2 CLASS VISITS TO THE LIBRARY

Class visits to the library should be scheduled in advance by the visiting teacher and in accordance with the branch staffing schedule.

1. Teachers should be encouraged to contact the library at least three weeks before the intended visit date.

2. Visits should be scheduled for periods of approximately 45 minutes-- (Never less than 30 minutes.)

3. Card applications for students without library cards should be completed and returned to the library in advance of the visits. Library cards can then be prepared before the visits. (See Sec. 200.0.)

4. The importance of book responsibility, including overdue fines and damage of books, should always be stressed.

5. A positive, enjoyable experience should be planned for the children using any combination of the following:
    a. Tour of the facility
    b. Booktalk
    c. Storytelling
    d. Picture book sharing
    e. A film related to children's literature or library services
    f. Instruction on use of COM catalog
    g. Instruction on library skills i.e. use of specific reference materials
    h. Browsing and check out period

6. Return visits are beneficial for students and should be encouraged.

7. Announcements of forthcoming events and programs, reminder of the "Creative Rag" deadline and handout of flyers. These should occur at the end of the visit. Be sure to invite children to return as a group, individually, with parents or other family members.
    After each class visit enter data in the log of children's services activities.

APPENDIX 1

(DRAFT OF INITIAL LETTER TO BE SENT ON OCPL LETTERHEAD FROM THE LIBRARIAN TO THE SCHOOL PRINCIPAL)

As the children's librarian at ____________________ Branch, I am asking for the opportunity to speak to the fourth grade classes of your school during the early part of this semester. The purpose is to help children learn about the services of the public library and cultivate the habit of using libraries not only to enrich their learning experiences now but perhaps more importantly throughout their lives. During the visit I would like to help them locate various library facilities, teach them how to obtain a library card, describe special programs available and tell a story or introduce a new book. This would require 20-30 minutes per class visit. Would you please advise me of the contact person for your school so that we may arrange some specific times for these visits.

Onondaga County Public Library is always pleased to arrange visits to our facilities from all grade levels but at the beginning of the school year we would like to place special emphasis on fourth graders. At this stage when their reading skills are developing and their interests broadening, they should be stimulated to investigate the enriching experiences expressed in children's literature and the variety of programs designed to meet their needs and interests.

I am looking forward to meeting you and your staff and hope, with your cooperation, to extend your students' effective use of library resources.

Sincerely yours,

APPENDIX 2

(DRAFT OF FOLLOW UP TO SCHOOL VISIT - LETTER TO PRINCIPAL ON OCPL LETTERHEAD)

Thank you for the opportunity of visiting your school and speaking to your fourth grade classes. As the next step to increasing your students' effective use of library resources I would like to invite these classes to visit ____________________ Branch in the near future. Individual teachers may contact me at _____(tel. no.)______ to arrange a mutually convenient time.

Each of the visits will last 45 minutes to one hour and will include book talks or stories, some general information about the library, and a browsing period. Children who bring their library cards will be allowed to borrow books; others may register.

I appreciate your interest and cooperation and look forward to greeting your classes at the library.

Sincerely yours,

2194.0 BOOKMOBILE

OCPL Bookmobile provides service to nursing homes, senior citizen group residences, apartment complexes, schools, and other selected sites in Syracuse and Onondaga County. Residents' requests for service to sites within a member library's chartered-to-serve area are granted only with that library board's written approval and subject to demands of overall schedule. To provide bookmobile service to the communities of Mandana, Amber, Borodino and Spafford, OCPL contracts with the Finger Lakes Library System (Ithaca).

The Bookmobile carries a variety of materials for children and adults--hardcover including large print, magazines, recordings, and paperbacks. In addition to the material selected for on-site stops, Bookmobile service includes reserves, interlibrary loan and patron registration.

Bookmobile stops vary in length from 20 to 45 minutes. Most sites are visited on a biweekly schedule; a few are weekly.

The charge for overdue materials is 15 cents per item per site visit. Fines are not calculated per day, but by number of times the bookmobile has visited the site after due date.

The Bookmobile serves an average of 53 sites. If stops must be missed because of inclement weather or mechanical failure Bookmobile staff notifies a contact person at each site and OCPL administration. Notice of cancellation is made to the general public via the OCPL Newsline, and if for an extended period or in the case of inclement weather via radio.

Copies of the Bookmobile schedule are routinely distributed at the time of printing by Community Services to each OCPL library. Additional copies may be obtained from the OCPL Stock Room.

Although the Bookmobile collection is part of OCPL's database, circulation transactions are not reflected in the automated system. For this reason and also because of pragmatic concerns related to scheduling and bookmobile patron access, items from the collection are not generally available on interlibrary loan.

2195.0 BOOKS-BY-MAIL

Aimed to meet the reading needs of the homebound and institutionalized, this service may be utilized by anyone for whom access to a public library is difficult because of physical infirmity, family commitments, transportation, or other problems. Books-by-Mail sends sample catalogs and request postals to promote the service to libraries.

Materials must be requested by mail; telephone calls to initiate the service are accepted by the Typing Pool and transmitted to Books-by-Mail. Borrowers are *not* given the telephone number for Books-by-Mail.

OCPL purchases catalogs and paperbacks--some in Large Print--with which to support the service from American Book Company. A main catalog, containing 800 titles, and two supplements of 100 each are issued each year. OCPL mails materials as requested to registered patrons with return label and postage included. There is no charge for the service.

Individuals who are "stopped" on the automated circulation system because of fines, overdue materials, incorrect address, etc. are not permitted to register for Books-by-Mail service. If obtaining a library card for the first time, Books-by-Mail issues a plastic bar-coded card valid for all OCPL and reciprocal libraries.

Books-by-Mail titles are purchased in multiple copies. However, requests are sometimes received for titles out in circulation. When this occurs, the procedure is:

-- to place a reserve on the requested title through the automated system
-- to make and file a manual record showing patron's name
-- to provide an immediate substitute (in the same general subject field, whenever possible)

Although Books-by-Mail titles may be reserved for Books-by-Mail patrons, they are not available to other library users. Unless such titles are purchased elsewhere within the system, catalog titles are, therefore, not available to non-Books-by-Mail users.

Books-by-Mail differs from the traditional library in that its materials are arranged on shelves alphabetically by title and they are not classified. The unit checks in and processes its own materials. Books-by-Mail does not collect overdue fines, but does "stop" patrons from borrowing more items until those overdue are returned. This policy is pragmatic, based on the difficulty of remitting petty cash by mail.

Payment for items reported lost is taken; this may be by check or money order.

Surveys show that many library users are introduced to library service through Books-by-Mail. Satisfied Books-by-Mail patrons, when conditions permit, frequently use the bookmobile or other libraries. Books-by-Mail supplements and does not compete with other services. To promote Books-by-Mail, request a supply of BbM Catalog request cards.

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